

# Subscriptions Team Member Information Pack

# JULY 2017



Eryn Jean Norvill, Fayssal Bazzi, Mitchell Butel, Greg Stone, Zahra Newman and Robert Menzies. Photo: Lisa Tomasetti

**Overview**

**Job Profile:** TheSubscriptions Team Member is a seasonal casual role that forms a crucial part of Belvoir’s Customer Service team, and is primarily responsible for the efficient and accurate processing of subscription requests. Duties include booking subscription packages, database and account maintenance, inbound and outbound calls, and providing information about Belvoir products and services while maintaining a high level of customer service.

**Hours of work** The subscriptions department operates Monday to Friday with potential for some evenings and Saturdays. Successful applicants will be available to work a minimum of 20 hours and maximum of 40hrs per week from September 2017 through end of November 2017, with the potential to extend until December.

Successful applicants must be available for training in the final week of August prior to the 2018 Season launch in early September. Training will be approximately 25 hours over 3-4 days, 1 week prior to the 2018 Season launch

**Salary:** Casual rate - $25.41 per hour

**Package:** 10% superannuation employer’s contribution

**Reporting to**: Customer Experience & Ticketing Manager

**Starting date:** To Be Confirmed.

**Interviews**: Phone interviews TBC, followed by group interview in person.

**Applications:** Must address the selection criteria

Include a resume

Include the names and daytime contacts of two referees

**Forward to:** Andrew Dillon

Customer Experience & Ticketing Manager

Belvoir

18 Belvoir St

Surry Hills NSW 2010

[reception@belvoir.com.au](mailto:reception@belvoir.com.au)

**Applications close: 5pm Monday 31 July, 2017**

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Luke Mullins and Paula Arundell. Photo: Heidrun Lohr

**Job Description**

**DUTY STATEMENT**

1. As a member of Belvoir’s Customer Service Team, ensure efficient and exceptional delivery of Belvoir’s 2018 Subscription Season to our loyal and dedicated audiences,
2. Complete subscription requests, including data entry and other processing requirements, including mailing,
3. Maintain customer records and ensure database integrity via a high level of data accuracy,
4. Manage customer relationships via ongoing conversations with customers, including outbound calls to renewing subscribers as required to finalise subscription requests,
5. Make outbound calls as required to provide any information that will assist with completing subscription requests or to gather information for research purposes.

**REPORTING / WORKING RELATIONSHIPS**

Subscription Team Members report in the first instance to the Subscriptions Team Leader(s), & ultimately to the Customer Experience & Ticketing Manager. The Subscriptions Team works closely with the wider Customer Service department.

**Selection Criteria**

**Aptitudes/Abilities/Skills**

* Exceptional interpersonal and communication skills.
* General Computer skills and Data Processing skills.
* Problem solving skills.
* Excellent attention to detail in verbal and written communication, as well as data processing.
* Demonstrated skill in delivering and maintaining customer service excellence.
* Good phone manner and ability to conduct outbound calls as required.
* Exceptional skills working independently, and as part of a bigger team.

**Experience**

* Experience in the use of box office ticketing systems, preferably Tessitura is desirable but not essential.

**Knowledge**

* An interest in the arts.

**Employee Entitlements and Employment Conditions**

**Hours of Work**

Weekly hours of work are a minimum of 20 per week, organised on a roster of weekdays, and with the potential for some evenings and weekend work as required.

**Superannuation**

Superannuation is paid to all full-time, permanent part time and casual employees, presently 10% of gross weekly wage.

Belvoir will continue to stand with the community to ensure we celebrate our diversity. We are committed to an inclusive society where everyone feels welcome, regardless of what they look like, where they come from or who they are.

**Company Information**

Miranda Tapsell. Photo: Brett Boardman

When the Nimrod Theatre building in Belvoir Street, Surry Hills, was threatened with redevelopment in 1984, more than 600 people – ardent theatre lovers together with arts, entertainment and media professionals – formed a syndicate to buy the building and save this unique performance space in inner-city Sydney.

Belvoir engages Australia’s most prominent and promising playwrights, directors, actors and designers to realise an annual season of work that is dynamic, challenging and visionary. As well as performing at home, Belvoir regularly takes to the road, touring both nationally and internationally.

Both the Upstairs and Downstairs stages at Belvoir St Theatre have nurtured the talents of many renowned Australian artists: actors including Geoffrey Rush, Cate Blanchett, Jacqui McKenzie, Toby Schmitz, Robyn Nevin, Deb Mailman and Richard Roxburgh; writers such as Tommy Murphy, Rita Kalnejais, Lally Katz, Matthew Whittet and Kate Mulvany; directors including Eamon Flack, Anne-Louise Sarks, Simon Stone, Benedict Andrews, Wesley Enoch, Rachael Maza and former Belvoir Artistic Director Neil Armfield.

Belvoir’s position as one of Australia’s most innovative and acclaimed theatre companies has been determined by such landmark productions as The Glass Menagerie, Angels in America, The Wild Duck, The Diary of a Madman, The Blind Giant is Dancing, The Book of Everything, Cloudstreet, Keating!, Parramatta Girls, Exit the King, The Alchemist, Hamlet, Waiting for Godot, The Sapphires, Who’s Afraid of Virginia Woolf?, Stuff Happens and Medea.

Belvoir’s 2017 Season, is the second under the Artistic Directorship of Eamon Flack, best known for his sold-out production of *The Glass Menagerie* in 2014 and for his 2013 Helpmann Award-winning production of *Angels in America*, Eamon Flack is widely regarded as one of Australia’s leading theatre directors.

Xavier Samuel and Andrea Demetriades. Photo: Brett Boardman.