

BELVOIR



Customer Service Coordinator – Maternity Leave Cover Information Pack

October 2020



Vaishnavi Suryaprakash, Jay Emmanuel and the cast, *Counting and Cracking*, 2019 Photo: Brett Boardman.

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COMPANY B LIMITED
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Overview

Hours of work: 40 hours per week (5 days), Monday to Friday. From time to time the spread of hours may vary to suit the nature of the work undertaken, including weekend and evening work.

Package: 10% employer contribution to superannuation
20 days annual leave per annum accrued pro rata
10 days personal leave per annum pro rata
Complimentary tickets to Belvoir shows

Contract: 1 year maternity leave cover
3-month probation period

Reporting to: Head, Customer Service and Ticketing

Reports: N/A

Salary: Commensurate with experience

Starting: ASAP

Application: Please submit a CV (including the names and daytime contacts of three referees) and cover letter (no more than 2 pages) *addressing the selection criteria*. (Applications not addressing the criteria will not be considered).

Forward to: Vyvyan Nickels, Officer Manager
reception@belvoir.com.au

Deadline: Midnight Sunday 8 November



Kate Mulvany in *Every Brilliant Thing*, 2019. Photo: Brett Boardman

CUSTOMER SERVICE COORDINATOR

Job Description

The Customer Service Coordinator is a key member of the Customer Services department, and has a primary responsibility to ensure exceptional audience experiences & customer outcomes. Reporting to the Head of Customer Experience & Ticketing, the Coordinator services Belvoir's diverse guests and audiences, assists in managing daily operations of the customer service team, conducts ongoing review and delivers improvements to Belvoir's guest touch points. The role is solutions focused, advocating for and supporting change initiatives. Some occasional evening and weekend work is required.

The contract is for a period of 12 months commencing in November 2020, and includes eight weeks of subscriptions processing, during which time the candidate will familiarise themselves with Belvoir's ticketing system and order processing, and develop an understanding of Belvoir's approach to managing customer relationships, including training. From January 2021 the successful candidate will assume the duties of the Customer Service Coordinator full time.

Duties Statement

1. Assist in managing workflow in the box office and subscriptions teams to deliver best-practice customer service, and positive customer outcomes at all points of engagement with Belvoir, and ensure the efficient processing of 2021 subscriptions, including database administration and account maintenance.
2. Review incoming correspondence, including performance reports and audience survey responses, to identify and follow up customer experience issues and opportunities.
3. Report on audience experience through analysis of audience survey responses and prepare daily guest reports in Tessitura.
4. Aid in the delivery of Belvoir's annual subscriptions campaign, working closely with the subscriptions team during season launch and throughout the renewal campaign to ensure subscriber targets and the needs of members are met.
5. Assist the Head of Customer Experience & Ticketing and the Marketing department with management of messaging and content regarding services and products online, in person and over the phone.
6. Work closely with the Ticketing Systems Administrator to ensure ongoing review and improvement to Belvoir's audience facing infrastructure, and promote outstanding user experience (UX), in line with an end-to-end approach to customer services.
7. Work closely with the Front of House Manager and team to ensure high customer service standards in our venues, and delivery of important audience information to the venue teams.
8. Work closely with Belvoir's Executive Director and Deputy Executive Director to manage VIP requests and enquiries, and act as key contact for Belvoir's Board members & external producers.
9. Be principal Education booker, working closely with Belvoir's Education Manager to manage school requests and enquiries.
10. Provide daily operational support to the customer service team including supervision and training of the Box Office staff, assisting with phone traffic and bookings in peak periods; managing the Box Office Management email accounts (including correspondence, ticketing allocations, resolution of escalated issues).
11. Assist the Head of department at Opening Nights, and other important events.
12. Act as deputy to the Head, Customer Experience and Ticketing, and assist with additional duties including financial reconciliations, rostering of ticketing and subscriptions staff as required.

Selection Criteria

Aptitudes/Abilities/Skills:

- Proven ability to set and maintain high standards of customer-service
- Proven ability to manage both internal and external relationships
- Proven ability to motivate and lead a team of casual workers in a supportive and collaborative manner
- Proven ability as a communicator, manager, and in handling and resolving conflict.
- Proven commitment to working to a high standard in a high pressure, deadline driven environment
- Proven ability to take initiative and be proactive, and show attention to detail

Experience:

- Box Office or Customer Service experience, preferably in an arts organisation
- Experience in the use of box office and CRM systems, preferably Tessitura
- Experience managing complex relationships with a variety of stakeholders, including conflict resolution
- Experience in staff supervision in a busy inbound sales environment
- Experience in working in a high profile and dynamic organisation with a diverse clientele and audience

Knowledge:

- Knowledge of Box Office/Ticketing/CRM software, preferably Tessitura
- Some knowledge of the relationships Box Office plays in working with arts marketing and relationship management
- Some knowledge of the arts industry, with an interest in theatre and live performance.

Company Information

When the Nimrod Theatre building was threatened with redevelopment in 1984, more than 600 people – ardent theatre lovers together with arts, entertainment and media professional - formed a syndicate to buy the building and save the theatre. Thirty six years later, Belvoir St Theatre continues to be home to one of Australia’s most celebrated theatre companies.

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 Wayne Blair, Cate Blanchett, Sacha Horler, Deb Mailman, Jacqui McKenzie, Robyn Nevin, Leah Purcell, Pamela Rabe, Richard Roxburgh, Hazem Shammass and Toby Schmitz; writers such as Rita Kalnejais, Lally Katz, Kate Mulvany, Tommy Murphy and Matthew Whittet; directors including Benedict Andrews, Wesley Enoch, Eamon Flack, Rachael Maza, Anne-Louise Sarks, Simon Stone and former 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*, *Brothers Wreck*, *Ivanov*, *Neighbourhood Watch*, *The Wild Duck*, *Medea*, *The Diary of a Madman*, *The Blind Giant is Dancing*, *Hamlet*, *Cloudstreet*, *The Book of Everything*, *Keating!*, *Exit the King*, *The Sapphires* and *Who’s Afraid of Virginia Woolf?*

In 2019 Belvoir produced its biggest show ever *Counting and Cracking* at Sydney Town Hall. It was a sell- out season and was also part of the Adelaide Festival. It won seven Helpmann awards including Best Play and Best New Australian Work.

Belvoir is one of the 29 Major Performing Arts companies and receives both state and federal funding which amounts to around 17% of income. Other income is derived from box office, development and commercial activities. The company is managed by a Board of Directors which is chaired by Sam Meers. The current Artistic and Executive Directors are Eamon Flack and Sue Donnelly.

More information, including annual reports and seasons, can be found at: www.belvoir.com.au



Miranda Daughtry and Helen Thompson in *Things I Know to be True*, 2019w. Photo: Heidrun Löhr