

**TICKETING TEAM MEMBER
Information Pack**

OCTOBER 2020



The Cast of *Counting and Cracking* Photo: Brett Boardman.

Overview

Job Profile: The Customer Service & Ticketing team Members are an essential part of Belvoir's Customer Service Department, and are responsible for delivering outstanding customer experience outcomes.

Ticketing team members have an emphasis on the efficient servicing of customers and audiences in our box office and theatre. Team members are also responsible for the accurate processing of season ticket submissions, ensuring positive outcomes and ongoing relationships with Belvoir's subscribers.

Duties include managing inbound and outbound calls and emails, booking subscription packages, detailed database and account maintenance, undertaking detailed administration duties, and providing information about Belvoir's products and services.

Successful applicants will show an aptitude for administrative and database focussed duties with high levels of consistency and accuracy, and a commitment to outstanding customer service. Recent experience with Tessitura is preferred. Applicants who hold an RSA may be considered for work with the Front of House team as well as the Ticketing team.

Hours of work: The Customer Service team work across a weekly roster from Monday to Sunday with some evenings and Saturdays.

Applicants available to work a minimum of 20-30 hours per week between October 2020 and January 2021 are encouraged to apply.

Package: 10% employer contribution to superannuation

Reporting to: Head of Customer Experience & Ticketing.

Salary: Casual rate - \$27.03 - \$31.15

Interviews: Phone interviews, followed by interview in person.

Application: Please submit a CV and brief cover letter (no more than 1 page each) addressing the Selection Criteria **by 5pm Monday 19 October, 2020.**

Applications should be send reception@belvoir.com.au for the attention of Andrew Dillon, Head of Customer Experience & Ticketing.



Luke Mullins and Paula Arundell in *Angels in America*, 2013. Photo: Heidrun Löhner

TICKETING TEAM MEMBER

DUTY STATEMENT

- As part of Belvoir's Customer Service Department, team Members will be enthusiastic customer service champions, and advocate positive outcomes for our audiences and subscribers.
- Work with Front of House team members to ensure the smooth delivery of Belvoir's performances, and a safe, inclusive and welcoming environment for audiences and staff.
- Responsible for responding to general enquiries and booking requests and issues via phone, email and in person, including processing sales, and providing ongoing support and relationship management to existing customers.
- Ensure efficient resolution of 2021 subscription submissions, including detailed account maintenance.
- Ensure database integrity via diligent maintenance of customer records and a high level of data accuracy.
- Understand the importance of Belvoir's subscribers as loyal customers and investors in our company, and deliver 2020 subscription renewals with a commitment to managing an ongoing relationship with those audience members.
- Assist Belvoir's Audience Engagement and Development program with additional database tasks and outbound calls as required.

SELECTION CRITERIA

Aptitudes/Abilities/Skills

- Exceptional interpersonal and communication skills.
- Computer and data processing skills.
- Ability to deliver detailed administrative tasks with high levels of consistency and accuracy.
- Excellent problem solving skills.
- Excellent attention to detail in verbal and written communication.
- Demonstrated experience delivering customer service excellence.
- Friendly and courteous phone manner with the ability to conduct outbound calls as required.
- Ability to work both independently and as part of a bigger team.

Experience

- Experience in the use of ticketing systems, preferably Tessitura.
- Experience in a customer service focussed environment.

Knowledge

- An understanding of the Australian arts environment, preferably the theatre sector.

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 five 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 Leah Purcell, Cate Blanchett, Jacqui McKenzie, Wayne Blair, 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 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 19% 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



Xavier Samuel and Andrea Demetriades in *The Dog / The Cat*. Photo: Brett Boardman.