

Overview

Job Profile:	<p>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.</p> <p>Ticketing team members focus 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.</p> <p>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.</p> <p>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.</p>
Hours of work	<p>The Customer Service team work across a weekly roster from Monday to Sunday with some evenings and Saturdays.</p> <p>Applicants available to work a minimum of 15-25 hours per week between June 2021 and January 2022 are encouraged to apply.</p>
Salary:	Casual rate - \$27.57
Package:	10.5% superannuation employer's contribution
Reporting to:	Head of Customer Experience & Ticketing.
Interviews:	Phone interviews, followed by interview in person.
Application:	<p>Please submit a CV and brief cover letter (no more than 1 page each) addressing the Selection Criteria by 5pm Monday 21 June, 2021.</p> <p>Applications should be send boxofficemanagment@belvoir.com.au for the attention of Oliver Lee, Head of Customer Experience & Ticketing.</p>

JOB DESCRIPTION

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 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.
- Assist Belvoir's Audience Engagement program with additional database tasks and outbound calls as required.

SELECTION CRITERIA

- 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 in the use of ticketing systems, preferably Tessitura.
- Experience in a customer service focussed environment.
- An understanding of the Australian arts environment, preferably in the theatre sector.