

**Customer Service Coordinator  
Information Pack**

**DECEMBER 2021**



The Cast of *Counting and Cracking*, 2019 Photo: Brett Boardman.

## Overview

- Job Profile:** We are looking for an enthusiastic, adaptable and experienced arts-loving Customer Services Coordinator to engage with our audience and guests, and manage and analyse their experience with Belvoir. Previous box office and/or customer service experience is highly desirable for this fast-paced environment. The right person for this job is a stickler for accuracy with meticulous attention to detail, high standards and sound judgement. They have impeccable customer service skills, are kind, patient, flexible and open. They believe in personal accountability and understand delegations of authority.
- Hours of work:** 38 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:** Full-time - 6-month probation period
- Reporting to:** Head, Customer Service and Ticketing
- 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](mailto:reception@belvoir.com.au)
- Deadline:** Midnight Sunday 12 December 2021



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

## **PAYROLL OFFICER**

### **Job Description**

The Customer Service Coordinator is a key member of the Customer Services department, with 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.

### **Key responsibilities:**

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, including database administration and account maintenance.
2. Review incoming correspondence, including performance reports and audience survey responses, and 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. Provide daily operational support to the customer service team including supervision 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).
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, including any special assistance required for audience members attending the theatre.
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. Assist the Head of department at Opening Nights, and other important events.
10. Act as an accessibility ambassador for Belvoir, reviewing and improving company processes in dealing with accessibility needs both virtually and in person.

### **Selection Criteria**

1. Extensive Box Office or Customer Service experience, preferably in an arts organisation
2. Experience in the use of box office/ticketing and CRM systems, preferably Tessitura
3. Proven ability to establish and maintain high standards of customer-service
4. Proven ability managing complex and diverse relationships with a variety of stakeholders and customers, both internal and external
5. Proven ability to motivate and lead a team of casual workers in a supportive and collaborative manner in a busy inbound sales environment
6. Knowledge and understanding of managing Accessibility within a theatre
7. Proven ability as a communicator and in handling and resolving conflict.
8. Proven ability to take initiative and attention to detail in a high standard in a high pressure, deadline driven environment
9. Some knowledge of the relationships Box Office plays in working with arts marketing and relationship management
10. 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 Sarkis, 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. In the same year Belvoir also won the Helpmann for Best Musical for *Barbara and the Campdogs*, as well as another five Helpmann awards.

2020 was a difficult year for Belvoir, as it was for most performing arts companies. We were closed for six months during which time we employed close to 300 artists to develop new work. In mid-September we were one of the first theatre companies to re-open their doors and since then we have presented three productions, under Covid-safe protocols. Our 2021 season is attracting old and new subscribers alike and we are hopeful that within the year the company will return to ‘normal’

Belvoir is part of the National Performing Arts Partnership Framework, receiving equal amounts of both state and federal funding which equates 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](http://www.belvoir.com.au)



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