

BELVOIR



SEASON TICKET STAFF Information Pack

AUGUST 2022



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

Overview

Job Profile:

The Season Ticket Team are seasonal staff who play an essential role in Belvoir's Customer Service Department and in the management of our annual ticketing intake. Season Ticket Team Members are primarily responsible for the efficient and accurate processing of season ticket submissions and for ensuring positive outcomes and relationships with Belvoir's audience.

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

Hours of work:

The Season Ticket Team operates Monday to Friday with potential for some evenings and Saturdays. Successful applicants will be available to work a minimum of 20-30 hours and maximum of 40 hours per week from the beginning of September 2022 through until December 2022, with the potential for team members to extend beyond this time period.

Successful applicants must be available for training between **Tuesday 6 Sept - Friday 9 Sept** and for our Open Day on **Sunday 11 Sept**, prior to the Season launch on **Monday 12 Sept**. Training will be approximately 20 hours over 3-4 days (TBC).

Salary:

Casual rate - \$28.05 per hour

Package:

10.5% employer contribution to superannuation

Reporting to:

Head of Customer Experience & Ticketing.

Application:

Please submit a CV and brief cover letter (no more than 1 page each) addressing the Selection Criteria by **5pm Thursday 18 August, 2022**.

Applications should be sent to boxofficemanagement@belvoir.com.au for the attention of Ollie Lee, Head of Customer Experience & Ticketing.



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

SEASON TICKET STAFF

Job Description

A Narrative about the role.

Duty Statement

- As part of Belvoir's Customer Service Department, Season Ticket Team Members will be enthusiastic customer service champions, and advocate positive outcomes for our season ticket holders.
- Ensure efficient resolution of 2023 season ticket 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 season ticket holders as loyal customers and investors in our company, and deliver 2023 season ticket 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

- Exceptional interpersonal and communication skills.
- Computer and data processing skills.
- Ability to deliver detailed administrative tasks with high levels of consistency and accuracy.
- Attention to detail.
- Demonstrated experience promoting 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.
- **(Ideally)** Experience in the use of ticketing systems, preferably Tessitura, is desirable but not essential.
- **(Ideally)** 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 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.

Belvoir is part of the Australia Council's National Performing Arts Partnership Framework and as such is seen as a leader in its field. We receive funding from both the Australia Council and Create NSW which amounts to around 17-18% of income. wOther 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*, 2019. Photo: Heidrun Löhr