

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 subscription 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 season ticket holders.

Duties include booking season tickets, 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.

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.

Hours of work

The Season Ticket Team operates Monday to Friday with potential for some evenings and weekends. Successful applicants will be available to work 20-25 hours per week from the beginning of September 2024 through until December 2024, with the potential for consistently high-performing team members to extend beyond this time period.

Successful applicants must be available for training between Wednesday 4 September and Friday 6 September and in the evening on Monday 9 September for our Season Launch. Training will be approximately 15 hours over 3 days.

Salary:

Casual rate - \$32 per hour (\$29.33 per hour during training)

Package:

11.5% superannuation employer's contribution

Reporting to:

Customer Experience and Ticketing Manager.

Interviews:

Phone interviews, followed by in person interviews.

Application:

Please submit a CV and brief cover letter (no more than 1 page each) addressing the Selection Criteria **by 5pm Monday 19 August, 2024.**

Applications should be sent to boxofficemanagement@belvoir.com.au for the attention of Gemma Clinch, Customer Experience and Ticketing Manager.

JOB DESCRIPTION

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 2025 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 2024 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

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.
- 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.

Experience

- Experience in the use of ticketing systems, preferably Tessitura, is desirable but not essential.
- Experience in a data processing or administration role.
- Experience in a customer service focussed environment.

Knowledge

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