

**CUSTOMER SERVICE AND SUBSCRIPTIONS TICKETING OFFICER**

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**Company Profile**

**Our Vision**

To be the best theatre company in Australia and lead the cultural conversation.

**Our Mission**

To create excellence in all forms of theatre with imagination and passion in order to entertain, challenge and inspire audiences.

**About MTC**

Melbourne Theatre Company is one of Australia's flagship performing arts companies and has been enriching lives through the storytelling power of the finest theatre imaginable for over 60 years. Under the leadership of Artistic Director Brett Sheehy AO and Executive Director Virginia Lovett, MTC produces classic and contemporary Australian and international theatre.

MTC produces an annual subscription season of up to twelve productions plus an extensive Education Program; a Women in Theatre Program; a multicultural artists program (MTC Connect); a family theatre program; regional, national and international tours; and regularly collaborates with companies and artists from the independent and small-to-medium sector through NEON NEXT and other initiatives.

MTC employs over 500 artists and industry professionals each year (with approximately 96 full time staff), producing over 600 performances a season. It has a subscriber base of almost 18,000 people, with more than 200,000 attendances to its productions annually. MTC is a semi-autonomous department of the University of Melbourne.

Southbank Theatre is located in the heart of Melbourne's Southbank Arts Precinct. Each year around half of the mainstage season is performed in the 560-seat Sumner, with smaller-scale works and other activities in the 150-seat Lawler. The balance of the mainstage season is staged at nearby Arts Centre Melbourne's 882-seat Playhouse and 376-seat Fairfax Studio, with the four theatres enabling MTC to present works of a wide variety and scale.

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**Purpose of the Position**

To provide high quality customer service and process ticket subscriptions for MTC's 2018 Subscriptions Season.

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**Key Relationships**

The *Customer Service & Subscriptions Ticketing Officer* is a member of the Subscriptions Ticketing team, and part of the Ticketing Department. The position reports to the Subscriptions Supervisor who in turn reports to the Ticketing Manager.

The role is based at MTC headquarters: 252 Sturt Street, Southbank.

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## Responsibilities

The role includes but is not limited to the following:

### **Ticketing Services**

- Support the objectives of MTC, through provision of timely and effective ticketing services, information and support
- Accurate and timely processing of subscription applications and ticket mail outs
- Remain conversant with developments in the operation of the Box Office, in particular the computerised ticketing system
- Other duties as required in the area of ticketing to meet operational requirements

### **Customer Service**

- Provide an efficient, accurate and customer-friendly ticketing and information service by phone, in person, mail and through e-commerce to the general public, artists and staff for all events
- Resolve customer inquiries through sound problem solving, decision-making, and effective communication, by following established guidelines
- Impart knowledge of MTC ticketing guidelines, season details and venue/s to subscribers

### **Subscription Telephone Renewals**

- Processing of subscription renewals through outbound telephone campaign

### **General**

- Provide assistance and support in any other areas of the operation during peak periods
  - Comply with and implement applicable legislation, codes and policies including equal opportunity, privacy and occupational health and safety legislation
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## Skills & Attributes

- Emotionally mature with a calm temperament and a sense of humour
  - Excellent communication skills both verbal and written, particularly the ability to communicate with broad customer groups
  - Demonstrated experience with complex CRM or ticketing systems (knowledge of Tessitura an advantage)
  - Demonstrated experience with inbound/outbound customer service communications
  - High level of skill in using Microsoft office suite, and database administration experience
  - Able to work effectively in a team
  - Able to work flexibly in accordance with peak periods and operate under pressure
  - Demonstrated ability to follow procedures and standards for data entry and to work autonomously within set guidelines with minimal ongoing direction
  - Consistently provide quality external and internal customer service
  - Proven attention to detail, including the ability to review and self-correct
  - Ability to make decisions and solve complex problems
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## Environment, Health & Safety

All MTC staff are responsible for the following safe work procedures and instructions:

- All employees are to comply with the EHS manual
  - Adopt work practices that support EHS programs
  - Take reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
  - Seek guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to supervisor
  - Must not wilfully place at risk the health or safety of any person in the workplace
  - Participate in meetings, training and other environment, health and safety activities
  - Must not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
  - Wear personal protective equipment as provided
  - Use equipment in compliance with relevant guidelines, without wilful interference or misuse
  - Must cooperate with MTC management in relation to actions taken by MTC to comply with Occupational Health and Safety and Environmental legislation.
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## Conditions

MTC is a smoke-free, family friendly employer and a dog friendly workplace.

The position is covered by the *Melbourne Theatre Company - Production and Theatre Service Employees Agreement 2015-17*, set at Level 3, and other Melbourne Theatre Company Policies and Procedures as they apply.

The position is offered on a casual basis for approximately 10 weeks.

Ordinary hours of work are up to 37.5 per week, Monday to Saturday. The minimum call is 3 hours. Overtime where applicable, shall be paid as set out in the Agreement.

Other conditions include 10% superannuation, an in-house subsidised canteen and complimentary theatre tickets.

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## Access & Inclusion

MTC is an Equal Opportunity Employer committed to providing a safe working environment. We embrace and value diversity and inclusion in the workplace. Diversity includes all the ways in which employees differ, and the valuable contribution that all of these differences bring to the Company.

MTC encourages applications from Aboriginal and Torres Strait Islander people, people with diverse cultural backgrounds and people with disabilities. It is our policy to consider reasonable adjustments for qualified applicants with disabilities.

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