

QUEENSLAND THEATRE

Position Description

2018 Season Ticketing Team Member

[Term Position 4 Months]

Goals

- To sell as many Season Ticket Packages as possible and upsell existing Season Ticket Package holders
- To ensure sales calls are dealt with in an effective manner and difficulties are sorted out quickly and courteously
- To provide face-to-face customer service to ensure Season Ticket Package sales targets are met and exceeded
- To ensure all Queensland Theatre's Season Ticket Holders receive consistent, outstanding customer service.
- To ensure the accuracy of data records for 2018 Season Ticket sales.
- To ensure the process of ticket allocation runs smoothly and effectively.

Objective

- To work with the Ticketing Supervisor and Ticketing team to ensure sales targets are met and ticketing allocations are made in keeping with the Company's published information regarding 2018 Season Ticket sales.

Duties

- Process Season Ticket bookings according to the receiving, batching, account processing, allocating, filing and sending rules set out in the 2018 Season Ticket Sales Key Procedures document and Queensland Theatre Box Office Policy.
- Handle cash payments, process credit card payments and produce a daily report for the reconciliation of monies received according to a personal seller code.
- Provide consistently high customer service levels to Queensland Theatre patrons.
- Promote the philanthropy area of the Queensland Theatre through Season Ticketing donations
- Contacting potential season ticket holders via telemarketing channels and ensuring the integrity of the brand is adhered to
- Assist the Ticketing Supervisor and Ticketing team with additional duties as reasonably required.

Reports to

The Ticketing Supervisor, liaising closely with the Ticketing team, Marketing and Audience Development Manager and Marketing team.

Length of appointment / Hours of Work

Training scheduled: three days commencing Wednesday 17th of August to Friday 19th August.

The successful applicants will commence Monday 21st August 2017 and be contracted until 25th December 2017 working up to approximately 37.5 hours per week.

Hours of Business: Regular business hours are between Monday to Friday 9am to 5.30pm. Hours are subject to change

Preference will be given to applicants who are able to work the full contract period, five days per week.

Pay Rate

Casual, as per the Clerks – Private Sector Award 2010.

Selection Criteria

- Demonstrated experience in a customer service environment with a high attention to detail and accuracy.
- Ability to acquire new skills rapidly.
- Strong ability and confidence to sell products on the phone and face-to-face
- Confidence and tact in discussing donations to aid in the development of theatre
- Ability to upsell products in a telemarketing and face-to-face environment
- Ability to take instruction and work effectively as part of a team in a high pressure environment.
- Proficiency in data entry and solid keyboard skills
- Ability to problem solve and respond positively to feedback.
- Experience in ticketing and sales, particularly telemarketing sales, desirable
- Finance experience beneficial but not essential

Written applications (no more than two A4 pages) should be marked Private and Confidential, should specifically address the selection criteria. A CV should also be included listing the names or two referees. Applications must be received by COB on Wednesday 26 July 2017 and should be addressed to:

Jacki Micola
Executive Assistant
Queensland Theatre
PO Box 3310
South Brisbane Qld 4101
or jmicola@queenslandtheatre.com.au

Short-listed applicants will be interviewed between Monday 31 July 2017 and Friday 4th August 2017