
SUBSCRIPTION/ TELEMARKETING SALES OFFICER (Casual)

Company Vision, Purpose and Values

Our Vision

To be recognised as one of the world's preeminent theatre companies, leading the cultural conversation and chosen as a favourite destination for Australians.

Our Purpose

To share remarkable stories that enable people to better understand the world around them.

Our Values

Leadership: We are a contemporary leader in the arts, with a clear vision and viable roadmap for the future. We are a part of the cultural conversation, ensuring theatre remains an influential and relevant art form in Australian and internationally.

Equity and Inclusion: We support and promote equality across our staff, performers and program. We also represent and reflect the diversity of our society and the many stories of our time.

Creativity: We take artistic risks and challenge conventional performance boundaries. We integrate creativity into our daily work, using it to solve business challenges as they arise.

Connection: We grow and connect with our communities (both internal and external) by ensuring MTC remains relevant. We do this by listening, understanding and evolving to challenge, inspire and entertain.

Purpose of the Position

Secure new subscription sales, seek and record customer comment and feedback for Melbourne Theatre Company's 2023 Season via outbound calling. The position contributes to a dynamic and fast-paced sales focused environment providing high quality customer service.

Key Relationships

The Subscription Outbound Telemarketing Sales Officer is a member of the Subscriptions Sales team, and part of the Ticketing Department. The position reports to the Subscriptions & Telesales Team Leader who in turn reports to the Customer Service Sales Manager.

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

Duties & Responsibilities

Duties and responsibilities include, but are not limited to:

Ticketing Services

- Make outbound calls to the MTC customer database in a timely and professional manner ensuring patron and prospective subscriber needs are addressed.
- Working to KPIs including outbound call and revenue metrics.
- Accurate and timely processing of subscription applications received via outbound calling.

Customer Service

- Provide efficient, accurate and customer-friendly ticketing and information service over the phone.
- Resolve customer inquiries through effective problem solving, decision-making, and communication, following established guidelines.
- Acknowledge and respond to received feedback, ensuring details are recorded accurately in the database.
- Update existing customer records, ensuring data quality and integrity at all times.
- Communicate knowledge of MTC ticketing guidelines, season details and venue information to subscribers

General

- Perform other duties as required to meet operational requirements and during peak periods
- Comply with and implement applicable legislation, codes and policies, workplace health and safety legislation

Skills & Attributes

The key requirements for this role are:

- Previous success in a KPI sales driven environment
- Demonstrated experience with inbound/outbound customer service communications
- Consistently provide quality external and internal customer service
- Proven attention to detail including the ability to review and correct own work
- Ability to make decisions and solve complex problems
- Excellent communication skills, both verbal and written, with broad customer groups
- High level of skill using Microsoft Office suite and database administration experience
- Able to work flexibly in accordance with peak periods and operate under pressure
- Demonstrated ability to follow procedures and standards for data entry
- Able to work effectively in a team as well as autonomously with minimal direction

Health & Safety

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

- Comply with health and safety policies and procedures
- Adopt work practices that support Health & Safety programs
- Take reasonable care for the safety of one's 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

Access and 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.

VERSION			
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