

SUBSCRIPTIONS TEAM LEADER

Terms:	Casual
Team:	Ticketing Department (Subscriptions)
Reporting to:	Subscriptions & Telemarketing Team Leader/ Customer Service Sales Manager
Direct Reports:	Subscriptions Ticketing Officers
Location:	Headquarters, 252 Sturt St, Southbank

Melbourne Theatre Company

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 equity 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 Melbourne Theatre Company remains relevant. We do this by listening, understanding and evolving to challenge, inspire and entertain.

Our Pledge

Theatre is for everyone.

Melbourne Theatre Company is committed to sharing stories that reflect the diversity of the human experience.

We believe that producing the highest quality theatre is only possible when all artists – regardless of race, sexuality, faith, ability, age or gender – are given the same opportunities to create and to flourish.

About the Position

Assist and support the Subscriptions & Telemarketing Team Leader and Subscriptions team, in the activities and smooth running of the Subscriptions Department to enable the delivery of high-quality customer service and the processing of subscriptions ticket orders for Melbourne Theatre Company's 2025 Season.

Key Relationships

The Subscriptions Team Leader (Casual) is a member of the Subscriptions Ticketing team, and part of Melbourne Theatre Company's Ticketing Department.

The position reports to the Subscriptions & Telemarketing Team Leader who in turn reports to the Customer Service Sales Manager.

Accountabilities

Duties and responsibilities include, but are not limited to:

Ticketing Services

- Provide timely and effective ticketing services, information and support
- Assist in problem solving for subscription and single ticketing issues
- Assist in the subscription planning process, and other duties to meet operational requirements such as online bookings and gift vouchers
- Supervise and monitor quality of subscriptions processing and data entry, providing operational support and assistance to the Subscriptions Team as required
- Document volume of processing, orders received and other data as required
- Complete automated seating for online booking requests and oversee correct finalisation of orders and payment schedules
- Administer processing and distribution of subscription exchanges which may include consignment of ticket inventory
- Complete daily banking and backup processing of Finance Department cash receipts. This may include cash handling
- Accurate and timely processing of subscription applications, and ticket mail outs
- Conversant with developments in the operation of Subscriptions Office including the computerised ticketing system

Subscription Telephone Renewals

- Assist with subscription renewals through an outbound telesales campaign
- Supervise and monitor quality of outbound telephone renewals

Customer Service

- Provide efficient, accurate and customer-friendly ticketing and information service by phone, in person, via mail and email, to the general public, artists and staff for all events
- Resolve customer enquiries and respond to feedback/complaints through sound problem solving, decision-making, and effective communication, following established guidelines
- Supervise team members while on duty and show leadership to ensure that customers receive friendly, courteous, professional service at all times

- Company knowledge of ticketing guidelines, season details and venue information, to answer questions and impart knowledge to subscribers and ticketing staff
- Perform other duties or functions as required

Your Skills & Attributes

The key requirements for this position are:

- Excellent communication skills both verbal and written, particularly with broad customer groups
- Demonstrated experience with complex CRM or ticketing systems. Experience with 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 the guidelines set with minimal ongoing direction
- Consistently provide quality external and internal customer service
- Able to lead, supervise, be a team member, and motivate a team of employees, and effectively inform and disseminate relevant information
- Proven attention to detail, including the ability to review and correct own work
- Ability to make decisions and solve complex problems

Other requirements:

- To be eligible to apply for this position you must be an Australian or New Zealand citizen, permanent resident or hold a valid work permit or visa. It is a requirement that employees reside in Victoria, and can attend work onsite.

Health & Safety

All Melbourne Theatre Company people are responsible for the following safe work procedures and instructions:

- All staff are required to comply with Company 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 a manager
- 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 management in relation to actions taken by the Company to comply with Health and Safety legislation

Access and Inclusion

Melbourne Theatre Company 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.

The Company encourages employment and program 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.

The Company recognises our people work differing positions, days and hours of work, and from different locations. Requests for an individual flexible working arrangement are considered with regard to employee circumstances, business requirements and the National Employment Standards.

Version Control			
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