

### SUBSCRIPTIONS TICKETING OFFICER

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Terms:	Casual
Team:	Ticketing Department (Subscriptions)
Reporting to:	Subscriptions & Telemarketing Team Leader
Direct Reports:	none
Location:	Headquarters, 252 Sturt St, Southbank

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#### Melbourne Theatre Company

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##### **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.

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## About the Position

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Provide high quality customer service and process subscriptions ticket orders for Melbourne Theatre Company's 2025 Season.

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## Key Relationships

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The Subscriptions Ticketing Officer is a member of the Subscriptions Ticketing team, part of Melbourne Theatre Company's Ticketing Department. The position reports to the Subscriptions Team Leader who in turn reports to the Customer Service Sales Manager.

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## Accountabilities

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Duties and responsibilities include, but are not limited to:

### Ticketing Services

- Provide 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 both the Subscriptions Office and Box Office, in particular the computerised ticketing system

### Customer Service

- Provide efficient, accurate and customer-friendly ticketing and information service by phone, in person, mail and via email to the general public, artists and staff for all events
- Resolve customer inquiries using effective problem solving, decision-making, and communication, by following established guidelines
- Communicate Company ticketing guidelines and policy, season details and venue information to subscribers
- Other duties as required from time to time

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## Your Skills & Attributes

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Key requirements for this position are:

- Excellent communication skills (verbal and written), particularly with a broad range of 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 skill using Microsoft Office suite, and database administration experience
- Able to work effectively in a team as well as autonomously with minimal direction
- Able to work flexibly in accordance with peak periods and operate under pressure
- Demonstrated ability to follow guidelines and procedures, and standards for data entry
- 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

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.

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## Health & Safety

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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 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.

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## Access and Inclusion

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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.

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Version Control			
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