

### SUBSCRIPTION / TELESALES 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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Secure new subscription sales, seek and record customer comment and feedback for Melbourne Theatre Company's 2025 Season via outbound calling.

You will contribute to a dynamic and fast-paced sales focused environment while providing high quality customer service.

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## Key Relationships

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The Subscription / Telesales Officer is a member of the Subscriptions Sales team, and part of the Ticketing Department. The position reports to the Subscriptions & Telemarketing 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 and Telesales Services

- Make outbound calls to the Melbourne Theatre Company 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, always ensuring data quality and integrity.
- Communicate Company ticketing guidelines, 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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The key requirements for this position 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

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 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

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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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<b>Version Control</b>			
Department	People and Culture	Approved by:	Ticketing Sales Manager
Author:	Subscriptions Team Leader	Approved Date:	July 2024
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