

JOB DESCRIPTION & APPLICATION INFORMATION

Job Title:	Customer Care Caller
Reports to:	Education Coordinator
Location of Job:	Sydney, Brisbane, Perth, Adelaide, Canberra, Melbourne
Appointment type:	Casual – shifts of 4 hours to 7.5 hours
Hourly Rate:	\$35.86 plus superannuation (currently at 11.5%, increasing to 12% from July 1, 2025).

Our Vision

A music-rich future for all Australians.

Our Purpose

To connect all Australians to something bigger than themselves: to powerful music which awakens the spirit.

Our Mission

With chamber music at our artistic core, Musica Viva Australia creates memorable musical experiences for audiences at every stage of life and for musicians at every stage of development through Concerts, Education programs and Emerging Artist programs.

An Australia where chamber music thrives and where people of all ages, cultures and communities have access to, and learn to appreciate, the vital role of music in building a stronger, more creative world.

Responsibilities:

- Assist State Teams to undertake customer care calls and field inquiries from teachers and schools in a professional manner regarding concerts, tours and bookings
- Send clear and accurate follow-up email communications under direction from State Teams.
- Update and maintain Tessitura CRM database records accurately
- Support administrative functions and other duties as required

Organisational Responsibilities:

- Maintain healthy work relationships with volunteers and other staff members.
- Attend meetings as required.
- Contribute to regular and ongoing quality improvement.
- Participate in professional and performance development activities and remain up-to-date on current knowledge and skills related to the position.
- Take reasonable care for their own health and safety and for the health and safety of anyone else who may be affected by their acts or omissions at the workplace.
- Hold a valid Working with Children Check. Musica Viva Australia will cover the cost of obtaining or renewing the check.
- Maintain the highest ethical standards, confidentiality and cultural awareness when dealing with others.

- Adhere to workplace policies, procedures and systems, as amended from time to time, in particular those that address workplace health and safety, anti-discrimination, bullying and harassment and privacy.
- Contribute to the overall well-being of the organisation and avoid participation in any activity that might be harmful to the good operation, health, or reputation of the organisation.
- In addition to the duties outlined above, the position holder is also required to perform such other duties as may be directed, provided these are within his/her competency or training from time to time.

Essential Knowledge, Skills, Qualifications & Abilities:

- Demonstrated team player
- Good customer service skills with excellent phone manner - professional, confident and friendly
- Strong written communication skills with high attention to detail
- Flexibility and availability to work a variety of hours and days
- Knowledge of Musica Viva Australia In Schools programs
- Passion for music, music education and understanding of schools and the education system in Australia desirable
- Experience with Tessitura or any other CRM desirable

To apply:

Send your resume and a letter (maximum 2 pages) introducing yourself and addressing the essential and desirable qualities detailed above to jobs@musicaviva.com.au.

Note: In the subject of the email add the following code **CCC26 and your full name**. Applications not including this code may not be correctly processed.

For an informal chat about the roles and MVA please contact by email Ali Dredge adredge@musicaviva.com.au

Musica Viva Australia is a family friendly and flexible employer committed to equity and inclusion. We welcome and encourage applications from First Nations people, people who identify as having disability, people who identify as LGBTIQA+, and people from culturally and linguistically diverse backgrounds.

If at any stage of the process you require any adjustments due to disability or having access needs, please let us know.

We are actively assessing applications as they arrive for a start in July.

Applications close 26 May. Don't miss out on this great opportunity—apply now!