

JOB DESCRIPTION

SUMMARY INFORMATION

Job Title: Ticketing Services Supervisor

Reports to: CRM & Ticketing Manager

Location of Job: Gadigal Country, Sydney

Appointment type: Permanent full-time, Permanent part-time 0.8 or Casual considered (The role will require some evening and weekend hours)

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.

Purpose of position

The key focus of the role is both customer service, best practice use of the Tessitura system and managing the Box Office. The role works across the business (Concerts, Education and Emerging Artists) and supporting team (Marketing, Development and with State teams). This includes (but is not limited to) assisting with event builds, education bookings and invoicing, call centre bookings, supporting the relevant campaigns.

Reporting/working relationships

The position reports to the CRM and Ticketing Manager within the Marketing Department. The role works closely with other marketing staff, as well as Finance, Marketing, Development, Education and interstate staff to ensure optimal customer satisfaction with Musica Viva Australia. The role also plans the need for seasonal staff required and supervises casual Box Office staff in consultation with the CRM and Ticketing Manager.

Responsibilities

- Deliver the highest possible level of customer service to MVA all audiences (subscribers and general audiences) via phone or online sales.
- Ensure that the operation of the Box Office runs smoothly and efficiently with concert tickets and school bookings issued accurately and in a timely fashion.
- Act as the first point of contact for internal teams, answering queries and troubleshooting ticket build issues received through all communications channels.
- Provide support to the CRM & Ticketing Manager and the Database Administrator checking and setting up event builds, building special offers, monitoring onsales, and tracking inventory across ticketing channels.
- Work within established procedures in a time-pressured and deadline-driven environment and champion innovation and the utilisation of technology to achieve an integrated customer-centric experience.
- Deliver outbound telemarketing in partnership with MVA's Marketing and Development teams.
- Liaison with third party venues and agencies to ensure the MVA's tickets can be sold via these third parties. Monitoring and managing ticketing allocations with third parties to maximise MVA audiences and sales.
- Support the CRM and Ticketing Manager in the provision of regular reporting on single ticket and subscription sales as required.

- Supporting the CRM and Ticketing Manager in the management of seasonal casual staff and any volunteers.

Organisational Responsibilities

- Maintain healthy work relationships with volunteers and other staff members.
- Attend meetings as required.
- Contribute to regular and ongoing quality improvement and funder-required accreditation activities.
- 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. MVA will cover the cost of obtaining or renewing the check.
- Where reasonably and lawfully required, be fully vaccinated against COVID-19, including being up to date with any recommended booster shots.
- 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.

Knowledge, Skills, Qualifications & Abilities:

- A minimum of three years Tessitura and/or other ticketing systems experience.
- High level of attention to detail in a time-pressured environment.
- Demonstrated commitment and ability to deliver a high level of customer service with a proactive approach to problem solving and conflict resolution.
- Understanding of best-practice ticketing principles across a range of platforms, with the ability to learn and apply new approaches to achieve desired outcomes
- Demonstrated accuracy in all written and data entry and the use of business systems, processes, and applications.
- Balance time sensitive demands of internal and external stakeholders.
- Experience in developing subscription procedures and practices.
- Being available and able to attend events outside normal work hours from time to time.