

Customer Engagement / Sales Representative **Sydney Symphony Orchestra, The Rocks, Sydney**

Do you like speaking to people?

Speak to existing Sydney Symphony customers about coming to concerts in 2023.

Working at the Sydney Symphony Orchestra means you are part of an organisation that has presented music in Sydney and around the world for almost 90 years. We are always on tour with some of the greatest names in classical music, and present unique on-stage collaborations with performers from across the world of music in our home city.

You will be joining a small, committed, and friendly team where you will be supported with training and mentoring to help you reach your full potential.

Our priority is to support live music, our staff and musicians and our loyal customers who demonstrate their rock-solid support every day.

What you will be doing

Suggesting concerts to people. In this role as a Sales Representative, you will be learning outbound calling sales skills by speaking with our existing customers about renewing their tickets, talk to ticket holders about donations, and conduct service check ins with current subscribers. We never cold-call people who do not have a relationship with the Sydney Symphony.

You will be providing them with information about their concert choices, the range of season ticket options, and taking the opportunity to up-sell and cross-sell to help your team hit daily targets. It's also an opportunity to provide additional service to our current customers. You will process sales through our ticketing and customer systems.

What will make you successful?

- A strong focus on achievement and delivering your best results.
- Commitment to developing and delivering outstanding customer service.
- Commitment to learning about our music and our concerts.
- Experience in a sales and call centre environment is not essential but will be valued.
- A team player; committed to learning and supporting others.
- Computer literacy ideally with experience in lead management or reservations systems
- Interest in the performing arts and music

Where and when you will join the team?

- Our team is centrally located at The Rocks, Sydney, and is a small team of 12.
- You will be rostered for 2-3 shifts per week (casual position); flexible roster with additional shifts available.
- We work from 5pm to 8pm (Mon-Fri) and 12pm-4pm (Sat)
- Rate of pay: \$39.62 per hour (\$29.54 during training) plus superannuation for both

Ready to start?

- Training: full training provided in a flexible roster
- Rosters start immediately

What's on offer?

- Competitive rate of pay
- Highly qualified customer leads with a loyal customer base.
- Flexible rostering
- Small supportive teams with a positive supportive culture
- Central Sydney location

SYDNEY SYMPHONY ORCHESTRA

Apply now

- Send us: A covering letter of application and your CV
You may be asked for a preliminary phone conversation before interview.
- Send to: Apply via Indeed or recruitment@sydneysymphony.com
- Eligibility: The Sydney Symphony Orchestra is an equal opportunity employer; the right to work in Australia; subject to a possible Police Check
- Further info: (Mr.) Morgan Merrell - (02) 8215 4676