

Customer Service Team Leader

Sydney Symphony Orchestra
Sydney, New South Wales, Australia (On-site)

Full Time – Team Leader

This is your opportunity to work for one of Australia’s major music organisations.

We have been a leader in presenting music in Sydney and around the world for 90 years. We perform and tour with some of the greatest names, performing the most brilliant music from classical and cross-over genres presenting classical performances working with contemporary rock and pop artists and creating live-to-film experiences. And because we believe in music for everyone, we work with communities and schools to create memorable experiences.

About The role

We’re looking for a Customer Service Specialist who will guide and develop our regular customer service and ticketing operations. Your experience in managing and motivating your team along with your excellent project management skills will ensure that our customers are fully informed and engaged with our performances. You will have significant experience in managing and implementing our Customer First service philosophy, with a focus on great internal and customer communication, brilliant service and expert management of customer data.

What you’ll do

- Provide effective leadership, direction, and ongoing management for Customer Service Representatives
- Deliver a training program that supports team members in delivering great service and our call management and data systems healthy
- Monitor the quality of customer service, use your experience and insight to improve what we do and provide feedback to our other senior managers
- Motivate the company’s customer service team to deliver on up-selling and philanthropic campaigns
- Assist the Head of Customer Service & Ticketing by setting up the ticketing and CRM system (we use Tessitura) for performances and fundraising campaigns
- Undertake financial reconciliations and reporting as required
- Other duties as required

What we’re looking for

- A passion for working with people
- A commitment to the high ethical standards
- A proven track record in customer service management, including training teams and getting the best from individual team members
- Good critical thinking and problem solving
- A commitment to continuous learning
- Excellent communication, teaching and coaching skills
- Experience in the management CRM and customer contact systems

- Strong Microsoft Office skills and general IT skills
- An interest in the live performance and classical music

To join the team and be part of a company that's dedicated to pushing the boundaries of symphonic music send us a **covering letter** (no more than 2 pages), that outlines how your **skills and experience align** under *what we're looking for*, your **complete resume** (no more than 5 pages), and don't forget to let us know about when you might be able to join the team.

Applicants are required to have existing work rights in Australia and 'up-to-date' COVID-19 Vaccinations

Applications that are not complete are not considered

Please send an application to:
recruitment@sydneyorchestra.com

by 5pm, Sunday 22 May

Should you have further questions regarding the role, please contact Pim den Dekker on (02) 8215 4620 during business hours.