

Customer Service and Ticketing Supervisor

Sydney Symphony Orchestra
Sydney, New South Wales, Australia

0.8-1.0 PPT/FT

Reporting to Head of Customer Service & Ticketing

Supervising a team of 15-20 Customer Service Representatives

\$70,000-\$80,000 a year, pro rata and relevant experience dependant

About us

The Sydney Symphony Orchestra has been a leader in presenting live 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

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

The Customer Service and Ticketing Supervisor role is essential to the day-to-day management of our Customer Service Team, and is responsible for developing, coaching, motivating, and inspiring the team in providing excellent customer service, product knowledge, and developing cross-selling skills.

Some of the key accountabilities of the Customer Service and Ticketing Supervisor will include:

- Provide effective leadership, direction, coaching, 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.

About you

We're looking for a people manager 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.

You have:

- A passion for working with people;
- A proven track record in team/people management, preferably in a customer service or ticketing setting, however this is not essential;
- A commitment to the high ethical standards
- Good critical thinking and problem-solving skills;
- A commitment to continuous learning;

- Excellent communication, teaching, and coaching skills;
- Experience with the management of CRM and customer contact systems;
- Strong Microsoft Office skills and general IT skills; and
- An interest in the live performance and classical music.

Like to know more?

Should you have further questions regarding the role, please contact Pim den Dekker, Head of Customer Service & Ticketing, on (02) 8215 4604 during business hours.

How to apply:

We look forward to receiving your application, including a copy of your complete resume (max. 5 pages) and cover letter (max 2 pages) expressing succinctly your interest and suitability for the role. Don't forget to let us know about when you might be able to join the team

Please send an application to:

recruitment@sydneyorchestra.com

by 5pm, Monday 25 July 2022

We are committed to being an inclusive, diverse, and flexible workplace where differences are valued. We welcome people of all backgrounds, experience, and abilities to apply.