

## **Supervisor / Team Leader**

**Sydney Symphony Orchestra, The Rocks, Sydney**

### **Do you like helping people reach their potential?**

**Supervise a small team of 12 salespeople, speaking 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**

Leading and supervise a team of up to 12 (6 in any one shift) of outbound telemarketers.

The team will be suggesting concerts to people. In their role as Sales Representatives, they will be learning outbound calling sales skills by speaking with our existing customers about renewing their tickets, talking to ticket holders about donations, and conducting service check ins with current subscribers. We never cold-call people who do not have a relationship with the Sydney Symphony.

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

Your role will be broken down into three main times:

#### **Pre-Shift**

- Allocating leads to team members through our in-house telemarketing system.
- Preparing a daily briefing on what lead segments we will be calling, and how to best to sell and engage with that segment.
- Checking that all materials and technology is up to date for the shift.
- A quick briefing with the Outbound Manager to see what priorities lie ahead.

#### **In-Shift**

- Giving guidance to the team on best practices for selling and engaging with customers.
- Ensuring the team are speaking with the same style and messaging that the SSO needs.
- Being the in-shift encyclopedia on the Orchestras concerts.
- Troubleshooting any issues (technological or engagement).
- Analysing calls throughout the shift for any trends or customer sentiment.
- Checking placed orders for continuity and any mistakes.

#### **Post-Shift**

- Inputting data from the shift and checking for any mistakes in the source data.
- Analysing the data set for any trends or sentiment.
- Sending a suite of reporting to various departments across the company.

### **What will make you successful?**

- A strong focus on achievement and delivering your best results.
- A passion for helping people grow and reach their full potential.
- Commitment to teaching 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 with experience in lead management or reservations systems.
- A strong interest in the performing arts and music.

### **Where and when you will join the team?**

- You will be one of two supervisors that supervise a small team of 12 that are centrally located at The Rocks, Sydney.
- You will be rostered 3 shifts per week (casual position); flexible roster.
- You will work from 4pm to 9pm (Mon-Fri) and 11am-5pm (Sat, if rostered). The team work from 5pm to 8pm (Mon-Fri) and 12pm-4pm (Sat), with you having 1 hour on each side of the shift to set up and report.
- Rate of pay: \$43.92 per hour plus superannuation.

### **Ready to start?**

- Training: full training provided including insights from the other supervisor.
- 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

### **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](mailto: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