



Position Description

Position	Customer Service Representative
Reports to	Box Office Sales & Systems Manager
Department	Sales & Marketing
Salary	\$55,698 plus 9.5% Super

Purpose

The Customer Service Representative offers our customers and stakeholders excellent and dynamic customer service in our Box Office and at each of our performance venues.

Key Responsibilities

- Build long term relations with our loyal stakeholders;
- Enthusiastically sell or renew subscription packages and tickets to current and prospective customers through high volume inbound calls to contribute to team revenue goals;
- Identify and recommend additional sales options to increase the value of each inbound sale;
- Cross sell and up sell customers and prospective customers to increase the value of each sale;
- Listen attentively to customer needs and concerns and address with care and respect;
- Process tickets and subscriptions efficiently using the company's ticketing system;
- Offer high quality and timely actions to customer requests and accurately record those actions;
- Answer and respond to all incoming calls, emails, correspondence and social media requests;
- Perform basic business and account maintenance activities; and
- Undertake other duties as required.

Qualifications & Experience

- Confident, outgoing, committed, self motivated with the highest integrity and a strong work ethic.
- Articulate with excellent verbal and written communication and interpersonal skills.
- Demonstrated passion for serving customers and sales driven with prior sales or call centre experience.
- Ability to function independently and effectively in a fast paced work environment.
- Computer savvy.
- A passion for music.

Applications

Email your resume and claim to the position to recruitment@sydneysymphony.com

Applications close **Monday 5 February 2018**.