

Customer Service Representative

Sydney Symphony Orchestra, The Rocks, Sydney

Use your interpersonal skills to support season ticket sales for one of Australia's leading live music organisations.

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.

We recognise that Covid-19 has changed the world, but our priority is to support live music, our staff and musicians, and our loyal customers who demonstrate their rock-solid support every day.

Where and when you will join the team?

- Our team is centrally located at The Rocks, Sydney
- You will be rostered for 3-4 shifts per week (casual position); flexible roster with additional shifts available
- We work from 9am to 5pm (Mon-Fri). Some Saturday work may be available.
- Rate of pay: \$36.61 per hour (\$27.30 during training) PLUS superannuation for both

Ready to start

- **Compulsory 5-day training: Tue 6 Oct – Fri 9 Oct; 10am to 4pm**
- **Rosters start: Mon 12 Oct**

What you will be doing

As an Inbound Customer Service Representative, you'll be using your interpersonal skills to speak with our existing customers about their season tickets for 2021. You will be answering calls, emails, and using webchat to provide our supporters with information about their concert choices, the range of season ticket options, and taking the opportunity to up-sell and cross-sell. You will process sales through our ticketing and customer systems.

What will make you successful?

- Commitment to developing and delivering outstanding customer service
- Excellent telephone and interpersonal skills focussed on working quickly and achieving customer results
- Experience in a fast-paced call-centre environment with a high flow of inbound calls
- Commitment to learning about our music and our concerts
- A team player; committed to learning and supporting others
- A high level of computer literacy ideally with possible experience in ticketing (Tessitura) or customer or reservations systems
- Interest in the performing arts and music
- Being available for the training week and rostered shifts

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

Send to: 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: Pim den Dekker (02) 8215 4604