

Position Description

Position	Outbound Subscription Sales Team Member
Reports to	Outbound Manager
Department	Marketing
Hourly Rate	\$35.00

Purpose

Members of the Sydney Symphony Orchestra Outbound Sales Team offer continuous customer care through subscription sales, customer stewardship, renewal campaigns and fundraising initiatives.

Key Responsibilities

- Selling or renewing subscription and single tickets to current and prospective customers, contributing to team revenue goals;
- Cross selling and up selling to customers and prospective customers to increase the value of each sale;
- Accurately processing subscription tickets using the Company's ticketing system;
- Canvassing donations from new and lapsed patrons;
- Offering exceptional customer service, ensuring high quality and timely fulfilment of customer requests;
- Documenting and updating customer information;
- Working as part of a team to build relationships with our customers and secure commitment to upcoming seasons and events;
- Must commit to a minimum of 20 hours a week, Tuesday to Saturday:
Example roster –
Tuesday to Thursday 4pm – 8pm, Friday 2pm – 6pm, & Saturday 10am – 2pm (mandatory)
- Perform other duties as required.

Person Specific

- A passion for and/or knowledge of classical music;
- Confident, outgoing, committed, self-motivated with the highest integrity and a strong work ethic;
- Articulate with excellent verbal, written communication and interpersonal skills;
- Prior sales or call centre experience, passionate about serving customers and sales driven;
- Ability to work independently and as a team player in a fast-paced work environment;
- Computer savvy with CRM experience (Tessitura an advantage)
- Ideal for recent Music graduates or current Music students.

Interested?

Apply by Friday 15 March 2019 with current resume and cover letter to Michel Maree Hryce at recruitment@sydneysymphony.com