

Senior Customer Service Manager

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

We have been a leader in presenting music in Sydney and around the world for almost 90 years. We perform and tour with some of the greatest names in symphonic music, performing the most brilliant music across classical and cross-over genres. Our 95 musicians give performances that cross genres – from the classical to working with contemporary rock and pop artists to live-to-film experiences. And because we believe in music for everyone, we work with communities and schools to get people deeply involved.

The role

Due to an internal promotion we're now looking for a **Senior Customer Service Manager** who will help lead our customer service team and manage our ticketing processes. You'll be working as part of the box office and marketing teams while working to deliver high quality customer service to our ticketholders and supporters. You'll also provide training and assistance around Tessitura - our CRM and ticketing system

To be considered for this role **you must:**

- Have previous experience in Box Office management
- Experience in delivering customer service training programs
- Extensive experience in managing customers and helping identify and resolve issues
- Have skills in day-to-day use of ticketing and/or CRM systems

How to apply for the role

To join the team and be part of a company that's dedicated to pushing the boundaries of symphonic music send us a **full covering letter** telling us about your relevant skills and experience and a **current resume**. Don't forget to let us know about when you might be able to join the team. Remuneration will be by negotiation.

Apply directly to recruitment@sydneyorchestra.com (please do not use other application links)

Applications close **5 pm Monday 1 July 2019**

Key Responsibilities:

- Supervise and manage (inbound) customer service team-members to ensure:
- High quality and successful interactions with customers
- Growth in sales revenue and in philanthropic income
- Create and deliver of training programs for customer service team-members
- Assist in the recruitment and induction of team-members
- Monitor the quality of customer service and the timely resolution of customer issues
- Deliver face-to-face service at Sydney Symphony performances
- Oversee the delivery of philanthropic and guest ticketing requirements;
- Assist in the management of ticketing inventories, especially across ticketing agencies

- Ensure communications and ticketing systems meet campaign requirements
- Undertake end-of-event balancing activities and financial reporting as required
- Provide troubleshooting services for systems issues
- Other duties as required

Qualifications & Experience:

- 3 – 5 years successful experience in Box Office Management
- Experience in managing an inbound call centre and team
- Exposure to outbound campaigns would be an advantage
- Experience in designing and delivering customer service training programs
- Skilled in maintaining and building a service orientated culture within a customer service environment
- Experience in addressing and resolving customer issues
- Skilled at day-to-day ticketing process management and/or CRM systems
- Expertise in use of the Tessitura Networks ticketing and CRM system is highly desirable
- Excellent presentation and highly developed interpersonal skills
- Strong planning and organisational skills
- Relevant training or qualifications
- Passion for the arts and music
- Highest possible ethical standards in all aspects of professional life.

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