

Reports to:	Ticketing and Data Manager	PD Classification:	Support
Team:	Marketing	Status:	
Salary Range:	Entry level	Effective Date:	
Position Holder Signature:			
Manager Signature:			

Role Purpose

To provide customer service duties and data entry based administrative support for the Marketing department. You will usually be the first point of contact for people purchasing mainstage tickets or memberships, and education programmes. You will be required to be professional and friendly to all stakeholders, whether by phone, email or in person. All duties must be carried out with a focus on excellent service delivery.

This role's hours are 9am - 5pm unless previously discussed and agreed with by the Ticketing & Data Manager.

Intent of Position Description

The intent of this description is to provide a representative summary of the major duties and responsibilities performed by staff in this role. Staff members may be requested to perform job-related tasks other than those specifically presented in this description. Role Descriptions may also be modified from time to time to reflect usual growth and change of role.

Significant Working Relationships

Direct Reports: Nil

Other Key Relationships:

- Head of Marketing
- Education Sales Coordinator

Key Result Areas

Key Result Area: 1. Customer Service
<p><i>Key Tasks</i></p> <ul style="list-style-type: none"> • Ensure that mainstage and education patrons receive friendly, accurate, and courteous service of a consistently high standard in line with Company values • Maintain database integrity by ensuring a high level of data accuracy and procedures are followed at all times • Participate as an active member of the customer service team • Ensure accuracy in reconciliation and daily sales reporting • Deal with phone and email queries from the public, industry and customers. • Assist with the management of the generic "boxo@" "marketing@" and "learning@" e-mail inboxes.

- Update customer files and data on Tessitura, maintaining communication with our customer base.

Key Result Area: 2. Ticketing

Key Tasks

- Update daily sales reports for mainstage and education activity
- Process subscriptions and membership orders
- Process internal company tickets
- Process ticket requests for external stakeholders
- Process gift vouchers
- Process schools bookings
- Maintain any receipts for orders placed with coding to assist the Bookkeeper in their role.

Key Result Area: 3. Other Duties

Key Tasks

- Help with the coordination and setting up of events for Marketing. Be willing to help other departments with work events.
- Manage meeting agendas and minutes
- Provide support to all departments as required. This could relate to taking on ad-hoc admin work i.e. stuffing envelopes, updating records.
- Maintain tidy work station.
- Other ad hoc tasks as requested.

Authority / Discretionary Limits

- NA

Key Competencies, Experience and Attributes

- Demonstrated proficiency in Tessitura or other ticketing database
- A demonstrated knowledge of administrative and clerical procedures.
- Highly computer literate, with an excellent knowledge of Microsoft Word, Excel, Outlook, strong keyboard skills and experience in using a database.
- Great interpersonal skills, a professional appearance and a friendly, customer service orientation.
- The ability to verbally communicate appropriately in a diverse range of situations, speaking clearly with a confident and friendly manner.
- Excellent written communication skills, sufficiently developed to contribute to draft business correspondence and reports.
- A strong attention to detail and commitment to quality.
- Resilient, with a high level of time management and organisational skills.
- Flexible with good initiative and problem-solving skills.
- An interest in performing arts and theatre education.