

## Position Description

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Role Title	Visitor Experience Supervisor
Reports to	Visitor Experience Manager
Department	Marketing & Customer Relations
Contract Period	Fixed Term through to 30 June 2021- Part time (20 hours p/w)
Classification	MRC EA 2015 Grade 2.2 + superannuation guarantee

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### About Melbourne Recital Centre

Melbourne Recital Centre is a venue of and for the 21st century: celebrating the past, welcoming the present and imagining the future, a place where artists and audiences are invited to engage, challenge and explore. With a unique focus on music, the Centre presents and hosts hundreds of concerts each year, representing the pinnacle of the art form as practised by Australian and international performers in a dazzlingly diverse array of styles, from early music to post-rock. The Centre's learning and access activities beyond the Centre provide opportunities for Victorians of all ages and backgrounds to experience outstanding performances. Melbourne Recital Centre comprises two strikingly beautiful spaces; the magnificent 1000-seat Elisabeth Murdoch Hall and the Salon, a 130-seat flexible performance space. Both spaces were carefully crafted to present the best music the world has to offer and bring musicians and music-lovers closer.

### Our Vision

A place where bold music makers and passionate audience make profound connections that resonate for a lifetime.

### Our Mission

Enabling transforming performances in and beyond the Centre.

### Our Values

- **RESPECT:** welcoming and understanding everyone; not just listening but hearing...
- **EXCELLENCE:** having pride in what we do, how and where we work, both personal and professional
- **CREATIVITY:** asking 'what if?' and remaining open minded
- **INCLUSIVENESS:** being part of the family...
- **TEAMWORK:** making time to stop, collaborate and listen
- **ACCOUNTABILITY:** doing what you say; don't pass the buck!
- **LOYALTY:** showing passion, pride, enjoyment, advocacy, support

## Primary Purpose

The Visitor Experience Supervisor exists to assist the Visitor Experience Manager in managing the Centre's Box Office, ensuring a high level of service is provided to our community.

## Accountabilities

- Provide a high level of customer service and response to a wide range of community enquiries on Melbourne Recital Centre events, ticketing, website and venues.
- Daily supervision of the Box Office Team and events, ensuring all stakeholder requirements are met within Melbourne Recital Centre guidelines.
- Sell tickets, memberships, merchandise and other related products (eg: gift vouchers, food and beverage packages) and respond to customer enquiries, both in person and over the phone.
- Provide a high level of service to donors, members and other stakeholders in person, on the phone and via written communication.
- Assist the Visitor Experience Manager to ensure all Box Office staff are trained on all procedures, guidelines and systems used on a regular basis, and their skills maintained at the highest level.
- Actively promote and represent the Melbourne Recital Centre's principles of service excellence.
- Assist internal and external customers with their ticketing needs including but not limited to; complimentary ticket requirements, offer set up and maintenance and consignment tickets.
- Assist Ticketing Services with the management of seat inventory, liaising with external and third party ticket sellers.
- Supervise the operations of the daily reconciliation and banking, including monitor cash levels and floats.
- Carry out other duties as required.
- Actively promote and represent the Melbourne Recital Centre's principles of service excellence.
- Foster good working relationships with all Melbourne Recital Centre staff, clients, customers and stakeholders and promote a positive and co-operative working environment.
- In this position you will come into contact with a large amount of information, interact with a range of stakeholders and be privy to a range of commercial-in-confidence issues that must be treated with strict confidentiality and sensitivity. The incumbent must have the ability to exercise a high level of judgement and maintain confidentiality when dealing with these issues.

## Key Relationships

### Internal

- Ticketing Services Manager (*daily*)
- Other Marketing & Customer Relations staff (*daily*)
- Operations Staff (*daily*)
- Programming staff (*daily*)
- Other Melbourne Recital Centre staff (*as required*)

### External

- Customers and visitors (*daily*)
- Donors, stakeholders, VIPs and MRC members (*daily*)
- Presenting Partners (*daily*)
- External agencies & suppliers (*as required*)

## Key Selection Criteria

- Demonstrate previous ticketing experience, especially within a subscription or multi-ticket event ticketing environment (**essential**).
- Good working knowledge of fine music and familiarity with classical music repertoire and composers and/or knowledge and interest in contemporary popular music or the performing arts (highly desirable) or a willingness to learn (**essential**).
- A high level of IT literacy with knowledge and experience in using the standard Microsoft office suite, plus the initiative and ability to learn Tessitura® Software, for which training will be provided (**essential**).
- Highly developed interpersonal and negotiation skills, as well as high standards of personal presentation and the ability to maintain good working relationships with a wide range of people at different levels both internal and external to the organisation (**essential**).
- Demonstrated capacity to be highly organised, determine workloads, set priorities, work under pressure and complete tasks within specified timeframes. (**essential**)
- High level of self-awareness and compassion; a calm, professional approach under pressure, and an empathetic, conciliatory approach to resolving customer service issues that may arise (**essential**)
- Proficiency in languages other than English, fluent or conversational (**desirable**).

## Other Relevant Information

The position is based at 31 Sturt Street, Southbank.

Melbourne Recital Centre is an Equal Opportunity Employer. Melbourne Recital Centre provides a smoke free environment.

## **OH&S Responsibilities**

In the context of Occupational Health and Safety policies, procedures, training and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction
- Cooperate with their employer
- Maintain and observe all current Health and Safety policies and procedures
- At all times, take reasonable care for own health and safety and that of other persons that may be affected within the Workforce