

Position Description

Role Title	Visitor Experience Coordinator
Reports to	Visitor Experience Manager
Department	Marketing & Customer Relations
Contract Period	Variable Part Time (0.8) Ongoing
Classification	MRC EA 2015 Grade 3.1 + superannuation guarantee

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

Support the Visitor Experience Manager in day to day front of house operations, providing quality service and duty of care to all visitors to the Centre. Act as 2IC in the oversight of front of house at events in the Centre's venues.

Accountabilities

- Provide a high level of customer service and response to a wide range of customer enquiries and issues at events and other times as appropriate.
- Daily supervision, briefing and support of Visitor Experience staff (ushers and box office).
- Provide Box Office customer service, as required.
- Oversee Front of House operations at events, as required.
- Develop and administer rosters for Visitor Experience team.
- Assist the Visitor Experience Manager with the recruitment, training and ongoing development of Visitor Experience team.
- Assist the Visitor Experience Manager with the development and ongoing review of Visitor Experience policies and procedures, and record-keeping.
- Assist the Visitor Experience Manager in the implementation, support and promotion of the Melbourne Recital Centre Membership program.
- Promote and represent the Centre's principles of service excellence and our Customer Service Promise internally and externally.
- Administer the technology (e.g. ticket scanners, tablets) used by the Visitor Experience team on a day to day basis.
- Oversee any retailers operating in the Centre's spaces.
- Other duties as required.
- Ensure all activities comply with Melbourne Recital Centre values, policies, professional and ethical standards.
- 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

- Visitor Experience Manager (**daily**)
- Front of House (ushers and Box Office) team
- Other Marketing & Customer Relations staff (**daily**)
- Production and Presenter Services Staff (**daily**)
- Programming staff (**daily**)
- Other Melbourne Recital Centre staff (**as required**)

External

- Patrons and visitors (**daily**)
- VIPs and MRC members (**daily**)
- Presenting Partners (**daily**)
- External agencies & suppliers (**as required**)

Key Selection Criteria

1. Demonstrated previous front of house supervisory experience, especially within a professional performing arts venue environment (essential), and/or:
2. Previous ticketing/box office experience within a professional arts venue environment (essential).
3. Knowledge and/or affinity with diverse range of musical genres (classical and popular) or the performing arts (highly desirable) or a willingness to learn (essential).
4. Demonstrated capacity to be highly organised, determine workloads, set priorities, work under pressure and complete tasks within specified timeframes (essential).
5. Demonstrated ability to problem-solve and apply policies and procedures in challenging situations (essential).
6. Comfort and familiarity with technology such as venue access ticket scanners, tablets and public-address systems etc. (desirable).
7. A high level of IT literacy with knowledge and experience in using the standard Microsoft office suite, plus the initiative and ability to learn the Tessitura ticketing and CRM system and the Artifax event management system, for which training will be provided (essential).
8. 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).
9. Demonstrated ability to supervise staff and work effectively in a team environment (essential).
10. Proficiency in languages other than English, fluent or conversational (desirable).

Other Relevant Information

The position is based at 31 Sturt Street, Southbank.

The position is Variable Part-Time and involves evening and weekend work. Considerable flexibility will be required.

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