



POSITION DESCRIPTION

Position: Subscription Ticketing Team Member

Reports to: Ticketing & Customer Service Coordinator
(In the absence of the Ticketing & Customer Service Coordinator, reports to the Ticketing Manager)

Key Relationships: Ensemble Patrons, Box Office Customer Service Representatives, and the Ticketing & IT Manager

The Role

The Ensemble Theatre in Kirribilli currently has opportunities for those with excellent customer service skills to join the Subscriptions Team to process subscription tickets for the 2022 season.

The Subscription Ticketing Team Member is responsible for processing subscription packages, clearly communicating helpful information about the theatre and subscriptions to customers and providing customer service of the highest quality to valued patrons. This responsibility ensures that contact with Ensemble Theatre is consistently a positive and friendly experience for all customers.

Duties

- Represent the Ensemble as welcoming, accessible and friendly to existing, long-term patrons and potential customers, maintaining the highest level of customer service
- Clearly communicate performance and subscription information to customers over the telephone and in person, assisting in the booking of subscription packages
- Keep booking forms organized and accurately enter subscriber information into the daily log database
- Accurately operate the ENTA ticketing system to sell subscriptions
- Ensure correct pricing occurs for all transactions in accordance with Ensemble ticketing policies
- Process credit cards, eftpos, cheque and cash transactions
- Update the patron database, ensuring that all subscriber information is accurately recorded
- Make reservations on behalf of Bayly's Restaurant in the process of booking subscriptions
- Accurately check and pack subscription tickets and prepare for mailing
- Conduct a subscriber ring-around as a reminder service and to collect information from

non-renewing subscribers to assist with marketing and planning for future seasons

- Ensure brochures are mailed promptly to customers when requested
- Keep the subscription office efficiently organised, clean and in good order, particularly when changing over shifts

The Ensemble Theatre is a small team and as such there may be times when you are required to assume additional tasks as the need arises. A willingness to learn additional skills and an interest in all areas of theatre production is essential.

Skills And Attributes Required

- Strong customer service skills and a friendly, patient, calm and positive attitude
- Ability to listen and communicate with a wide range of customers to provide efficient and courteous assistance
- Strong attention to detail and the ability to be observant and accurate
- Excellent telephone skills
- Excellent computer skills
- The ability to concentrate and work effectively and cooperatively in a small office environment
- Dedicated interest in the arts
- Knowledge of Enta or similar ticketing software is an advantage but not essential

Position hours and remuneration

This is a casual position and requires a minimum commitment of 20 hours per week between 9:15am-5:15pm Monday – Friday with the potential of the occasional Saturday shift.

Subscription processing will begin from November 16 with 2 days of training the week prior and ending in late January/early February.

Casual hourly rate of \$27.50 plus 10% superannuation

Making an application

Ensemble Theatre welcomes applications from Aboriginal and Torres Strait Islander people, people from diverse cultural backgrounds, people with disability, refugee status and members of the LGBTQIA+ community.

Please email your application, including a cover letter and a copy of your current CV via email to Bronte Bailey, Ticketing & Customer Service Coordinator bronteb@ensemble.com.au
Please include the words '**Subscription Team Application**' in the subject line of email.

Applications close 5pm Friday 22 October 2021

For further information please contact Bronte Bailey (02) 8918 3416.

In accordance with the WHS policies of Ensemble Theatre, we require all workers, volunteers, and visitors to our premises to be fully vaccinated against the Covid-19 virus. Any offer of employment is contingent on proof of full vaccination against the Covid-19 virus and of maintaining a vaccination status that complies with the current NSW Public Health (COVID-19 General) Order 2021 under the Public Health Act 2010.

****Ensemble will reasonably consider applications from candidates who have a legitimate medical exemption for not being vaccinated against the COVID-19 virus.***