

## **Customer Service Consultant Information Package**

### **Role Snapshot**

- Our casual Customer Service Consultants are members of the Box Office team, and responsible for providing friendly, knowledgeable, professional customer service to our ticket buyers and visitors
- Customer Service Consultant's primarily work at our Box Office at Federation Concert Hall, but also travel to other venues around Hobart and Tasmania on occasion
- Customer Service Consultants are supervised by the Assistant Box Office Manager and Customer Experience Lead, and work closely with other Box Office and TSO administration staff
- There are daytime shifts available, which involves serving our customers in person and via phone, and evening concert shifts available which primarily involves distributing purchased tickets
- This is a casual without guaranteed or set hours, however typically our Customer Service Consultants each work the equivalent of 1 – 2 days per week
- The casual nature of this role may suit a variety of people passionate about music and customer service, including students; those with a second part-time or casual job; individuals who have part-time caring responsibilities; or experienced customer service professionals looking to transition into part-time work.

### **Summary of duties**

- Provide high-quality front-line customer service, including ticket sales and reception services, to TSO customers and stakeholders through all channels (phone, internet and in person)
- Utilise the TSO Customer Relationship Management system (Tessitura) to process and maximise sales, donations, memberships and maintain and manage customer data
- Stay up to date with the TSO concert program and activities to provide knowledgeable information to customers and visitors
- Assist with sales initiatives including telemarketing, subscription, loyalty philanthropy programs, volunteer relationships, fundraising and membership campaigns
- Undertake, with direction, various reconciliation duties including daily banking and preparation of associated reports
- Provide basic administrative support within the customer service area as required
- Always maintain a positive and professional demeanour and presentation to represent the TSO brand to customers

### **Selection Criteria**

- Excellent customer service skills and experience
- Excellent communication and interpersonal skills, particularly the ability to communicate with broad customer groups and clearly convey information
- Strong computer skills and experience, or ability and appetite to learn (experience in CRM or ticketing systems is an advantage)
- Proven ability to work under limited direction and be proactive
- Excellent organisational skills with accuracy and attention to detail
- Proven ability to work as an effective team member in a busy small team environment
- A demonstrated interest in classical music and/or the arts is desirable
- Ability to work flexible hours in accordance with peak periods

### **Availability and Rostering**

- Work outside of standard business hours will sometimes be required
- Ideally, selected candidates will be available at least 2 days each week
- Customer Service Consultants typically inform the TSO of their upcoming availability 2 – 4 weeks in advance, so that rosters can be finalised and distributed
- Penalties and overtime payments are applicable for some shifts

### **Interested?**

- TSO welcomes anyone interested in this role to submit their CV, which TSO will review and keep on file
- Should TSO have a vacancy in this team, or require additional Customer Service Consultants to come onboard during peak periods, TSO will reach out and invite you to a short informal interview to discuss the role and your experience further
- Full on-the-job training is provided for successful candidates
- CVs should be submitted in PDF format via [recruitment@tso.com.au](mailto:recruitment@tso.com.au)