

Customer Service Host

Position Description

The Customer Experience Pillar

The Customer Experience Pillar ensures that Arts Centre Melbourne places the customer first by creating and delivering experiences of unique value. The team is accountable for delivering an integrated end-to-end customer journey that provides a remarkable experience each and every time. We deliver success in our customer focused business functions of Front of House, Ticketing, Marketing, Food & Beverage, Strategic Communications, Car Park, Retail and Guided Tours. We are the largest team in the organisation with over 450 people.

The Customer Service team is responsible for consistent and outstanding service across all customer touchpoints.

The Role

You will deliver outstanding customer service that creates a remarkable experience and welcomes all communities to our venues. You will be an ambassador for ACM working a variety of tasks across our venues either working autonomously and/or leading a shift team in order to deliver the whole customer experience.

Type	Variable-time
Reports to	Duty Manger, Visitor Experience
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 2.1
Key Relationships	Internal Customer Service team, Food & Beverage team, External Customers
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Live Performance Employee under the ACM Enterprise Agreement 2018 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification) Holding a current Responsible Service of Alcohol Certificate (advantageous but not required) Holding a valid Working With Children Check (advantageous but not required)
Last Reviewed	May 2021

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

- Significant experience in delivering exemplary customer service
- Significant experience in motivating and supporting the performance of teams
- Moderate experience in developing and maintaining relationships
- Proven experience in conflict resolution and creative problem solving

Your skills and attributes

- Proven ability to establish and maintain excellent communication and relationship with customers.
- Demonstrated experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.

In the role you will

Accountabilities:

- Lead and motivate your shift team together with shift Supervisor to deliver high quality, proactive and consistent service across multiple customer touchpoints across our venues
- Work collaboratively to support your shift team to achieve common goals and exceptional service
- Build community confidence, put safety first, act flexibly and adaptably, and understand and control risks of delivering a COVID-19 safe environment.
- Ensure the health, safety and wellbeing of your team and our audience.
- Provide feedback on customer service challenges/opportunities and operational process efficiency.
- Resolve customer issues at the time they occur and follow up as required, using excellent communication skills and performing under pressure.
- Sell and promote tickets, subscriptions, products and packages, and programs and merchandise using cashless payment methods.
- Process ticketing exchanges and refunds and rescheduled or cancelled performances.
- Manage crowds through ticket scanning, foot traffic flow, wayfinding, admissions and clearing spaces
- Maintain operational efficiency and presentation of spaces including cleaning work areas/stations, including stocking relevant promotional/informational material
- Provide exceptional customer service and site access for presenters, artists, crew and contractors as required
- Undertake administrative work including responding to queries, and notifying teams of visitor arrivals
- Resolve administrative and operational issues as required and providing assistance and/or reporting on matters to relevant teams where necessary.
- Maintain a consistent, current and accurate knowledge of Arts Centre Melbourne, cultural precinct and other Melbourne events
- Maintain and ensure accuracy of data and information in accordance with policies and procedures
- Be a key peer support and escalation point for customer service issues
- Be a key support for the shift supervisor including for briefing preparation

Decision making:

- This role is generally under the supervision of the rostered Duty Manager, Visitor Experience or Supervisor, Visitor Experience and is expected to make decisions and resolve issues to achieve accountabilities.
- This role will also receive guidance and support from the Duty Manager, Visitor Experience in decision making to achieve the goals of the Customer Service Strategy.
- Provide guidance and support to the Assistants to achieve high levels of customer satisfaction.
- Be required to represent Arts Centre Melbourne in managing relationships with all ACM customers.

Systems:

- Competently use and adapt to technology, systems and applications in order to achieve role outcomes including Microsoft Excel and Outlook, Point of Sale devices, smart devices and ticket scanners, Tessitura.

Working environment/physical requirements:

- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Across all venues depending on operational need
- Work outdoors and potentially work in an underground environment
- Be required to stand, sit and/or move for long periods of time
- Be required to lift and transport boxes, packages and parcels
- Be required to work daytimes, evenings, weekends and public holidays
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.

You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.
- **Equity** – fairness & justice.