

Customer Service Representative Sydney Symphony Orchestra, Sydney CBD

Use your interpersonal skills to support ticket sales for one of Australia's leading live music organisations.

Working at the Sydney Symphony Orchestra means you are part of an organisation that has presented music in Sydney and around the world for over 90 years. We are always on tour with some of the greatest names in classical music, and present unique on-stage collaborations with performers from across the world of music in our home city.

You will be joining a small, committed, and friendly team where you will be supported with training and mentoring to help you reach your full potential. Our priority is to support live music, our employees, and our loyal customers who demonstrate their rock-solid support every day.

Where and when you will join the team?

- Our team is centrally located on Pitt Street in Sydney CBD, walking distance from Circular Quay, Martin Place, and Wynyard stations.
- The role is casual, giving you and us flexibility.
- We work mainly from 8:45am to 5pm (Mon-Fri) and have also evening and weekend shifts.
- Rate of pay: \$41.01 per hour (\$30.58 during training) PLUS superannuation for both.

Ready to start

We are processing applications on a rolling basis. We are looking for people who can start as soon as possible.

What you will be doing

As a Customer Service Representative, you'll be using your interpersonal skills to speak with our existing customers about their season concerts. You will be answering calls, emails, and using webchat to provide our supporters with information about their concert choices, the range of season ticket options, and taking the opportunity to up-sell and cross-sell. You will process sales through our ticketing systems.

What will make you successful?

- Commitment to developing and delivering outstanding customer service.
- Excellent telephone and interpersonal skills focussed on working quickly and achieving customer results.
- Experience in a fast-paced call-centre environment with a high flow of inbound calls.
- Commitment to learning about our music and our concerts.
- A team player; committed to learning and supporting others.

SYDNEY SYMPHONY ORCHESTRA

- A high level of computer literacy ideally with possible experience in ticketing (Tessitura) or customer or reservations systems

Apply now

Send us: A covering letter of application and your CV.

Send to: Apply via Seek or recruitment@sydneysymphony.com

Eligibility: The Sydney Symphony Orchestra is an equal opportunity employer; the right to work in Australia; subject to a possible Police Check

Further info: (Mr.) Pim den Dekker – recruitment@sydneysymphony.com