

# **DANCE COMPANY**

# **SYDNEY**

<b>Job Title</b>	<b>Customer Service Assistant</b>
<b>Hours:</b>	Mondays to Thursdays 1:15pm-9:45pm, Fridays 11:30am-8pm
<b>Contract:</b>	Full time, ongoing
<b>Start Date:</b>	ASAP (preferred but flexible for right applicant)
<b>Reporting to:</b>	Customer Experience and Venue Manager

## **ABOUT SYDNEY DANCE COMPANY**

Sydney Dance Company, under the Artistic Directorship of Rafael Bonachela, is Australia's leading contemporary dance company. With a full-time company of 17 dancers, an active public dance class program (both In Studio and Classes On Demand) and a broad reaching education and outreach department, the Company offices are in the Wharf Studios at Walsh Bay. Sydney Dance Company performs regularly in Sydney, Canberra and Melbourne as well as undertaking extensive national and international touring.

## **POSITION PURPOSE**

This Customer Service role assists with all enquiries and bookings relating to the delivery of Sydney Dance Company's extensive public programs, education activities and performances. The position facilitates enrolments and responds to enquiries for adult dance classes (In Studio, online & via phone), short courses, Classes On Demand and school holiday workshops. The role also assists the processes ticket sales for performances.

The ideal candidate will be a friendly, motivated and energetic person with experience in a customer service or a box office role.

## **REPORTING / WORKING RELATIONSHIPS**

The Customer Service Assistant will report to the Customer Experience and Venue Manager and works alongside a team of casual Customer Service Assistants.

The Customer Service Assistant will support the public programs, education and ticketing departments across Sydney Dance Company. The Customer Service Assistant will report customer feedback and trends to the various departments they support, which helps develop and evolve Sydney Dance Company's customer offerings.

## **DUTIES AND RESPONSIBILITIES**

Duties and responsibilities will be across four key areas with the portion of time varying between each.

## **PUBLIC PROGRAMS**

(Open dance classes, Classes On Demand, short courses and school holiday workshops)

- Manage front desk reception duties from Monday to Friday, including signing in participants for open classes using the Mindbody system.
- Answer general enquiries, enrolments and class sales (phone, email and in person) and process payments, refunds and class extensions.
- Reconcile payments and complete shift report.
- Ensure class timetables are up to date and accessible
- Update class timetables in Mindbody and on digital signage throughout the venue.

# **DANCE COMPANY**

# **SYDNEY**

- Support with the running of school holiday workshops including supervision when required.
- Respond to Classes On Demand subscribers via the video comments and community hub in the platform.
- Open and close/secure building as required.
- Ad hoc duties as required and directed.

## **RECEPTION**

- First point of contact for all visitors to Sydney Dance Company.
- Provide support and orientation for venue hirers.
- support the health and safety of staff and customers.
- Provide First Aid when required and monitor first aid supplies and order when necessary.
- Sell merchandise and support with the organising and stocking inventory.
- Monitor and order stationery and kitchen supplies for the office
- Provide evacuation support in case of emergency, act as Deputy Chief Fire Warden in the evenings.
- Ad hoc duties as required and directed.

## **EDUCATION**

- Support with phone enquiries, call outs and bookings to schools' workshops and education activities.

## **TICKETING**

- Assist with the Ticketing Team with occasional front of house duties including FOH supervision, Box office duties during seasons at Sydney Dance Company, Sydney based presenting partners and events held at Sydney Dance Company Wharf Studios.
- Create and update customer records and relationships within Tessitura.
- Assist with Box Office sales during peak times.
- Using Tessitura, process phone, email and in person enquiries for single and subscriber tickets including sales, refunds and change of dates.
- Assist in outbound customer communications.

## **SELECTION CRITERIA**

### **Essential**

- Customer Service experience.
- Excellent communication and interpersonal skills
- Ability to deal with conflicting deadlines and priorities
- Ability to multi-task in a busy environment
- Experience using booking or ticketing systems
- Knowledge of Microsoft Office software suite (Word, Excel and PowerPoint)
- Working with Children Check
- Current First Aid Certificate

### **Desirable**

- Experience with Mindbody, GymMaster and/or Event Ticketing systems e.g Tessitura
- Exposure/experience using Sharepoint and Canva
- Understanding/experience of dance/performing arts
- Responsible Service of Alcohol certificate

# DANCE COMPANY SYDNEY

## TERMS AND CONDITIONS

- Full-time role, with the working hours nominated as **1.15pm-9.45pm** Mondays to Thursdays, and **11:30am-8pm** Fridays, with some flexibility available, as required.
- Salary (base plus super) Superannuation is paid into the superannuation fund of your choice, currently at the rate of 11.5%.
- Six-month probation period.
- Must have a current NSW Working with Children check prior to employment.
- Four (4) weeks annual leave.

The position is based at Sydney Dance Company, on the land and over the saltwater of the Gadigal at the Walsh Bay Arts Precinct, Wharf 4/5, 15 Hickson Road, Dawes Point, NSW.

Sydney Dance Company is an accessible venue.

## APPLICATION PROCESS

Please submit your CV and an application outlining your relevant skills and experience which relate to the essential selection criteria by **9am on Monday 2<sup>nd</sup> September 2024**.

Applications should be made to Sue Neilsen, Customer Service and Venue Manager, by email to [suen@sydneydancecompany.com](mailto:suen@sydneydancecompany.com)

For enquiries please contact: Sue Neilsen, 9221 4811.

You must have the right to live and work in Australia to apply for this role.

*Sydney Dance Company encourages applications from Aboriginal and Torres Strait Islander people, people with a disability, mature age workers, people from diverse cultural and linguistic backgrounds and lesbian, gay, bisexual, transgender, intersex and queer (LGBTQI+) people.*

If you need any specific support to complete the application process, please contact Amy Burrows (she/her)  
Executive Assistant | Sydney Dance Company  
[executiveassistant@sydneydancecompany.com](mailto:executiveassistant@sydneydancecompany.com) or +61 2 9258 4809