

## POSITION DESCRIPTION: VISITOR SERVICES OFFICER (CASUAL)

<b>TERM:</b>	Casual
<b>REPORTS TO:</b>	Database & Ticketing Manager
<b>DIRECT REPORTS:</b>	None
<b>SALARY:</b>	\$37.01 (hourly) + statutory superannuation

### Who we are

The Wheeler Centre is Melbourne's home for smart and engaging public talks and exists to nurture the development and celebration of literature in Melbourne and beyond, and to encourage broad public engagement in books, writing and ideas.

Our vision is to inspire curiosity, connection, and engagement through the transformative power of storytelling. Stories, conversations, and ideas come together on live and digital platforms to celebrate and amplify the myriad voices that celebrate our creative connections. We will work together to achieve this through:

- Championing writers
- Supporting the writing sector
- Elevating public conversation
- Engaging audiences
- Exemplifying inclusion and accessibility
- Future-proofing our approach

### About the role

The Visitor Services position responsibilities encompass a range of customer-focused tasks, providing front-end customer service to all visitors, whether via email, phone, or in person, to maintain an efficient and welcoming reception and/or event area.

Reporting to the Database and Ticketing Manager, the role supports the ticketing and Front of House team at ticketed events by handling ticket bookings and inquiries and other duties as required.

The casual role is based at the Wheeler Centre offices in the Melbourne CBD and requires flexibility across weekday, weeknight and weekend shifts. Shifts will take place at the Wheeler Centre (176 Little Lonsdale Street Melbourne). Attendance at other Melbourne-CBD venues may also be required from time-to-time.

### Tasks and responsibilities

- Provide a high level of service to the Centre's wide range of customer, presenter, and stakeholder queries relating to the venues, events, special projects and more via phone, email or in person.
- Process donations and sell tickets and other related products using the centre's CRM system.
- Reconcile payments and ensure payment data is accurate at the end of each shift.

[wheelercentre.com](http://wheelercentre.com)

Trading as Centre for Books, Writing and Ideas  
ABN 97 134 682 189



- Enter information into Tessitura accurately to help ensure the database is clean for marketing use and assist with data maintenance duties.
- Manage and respond to customer feedback and escalate Customer Service issues when necessary.
- Maintain venue security in the foyer area through the opening and closing procedures and ensure the space is well presented.
- Liaise with internal teams such as production, front of house and programming to ensure seamless event delivery.
- Support the Database and Ticketing Manager in the processing of complimentary tickets, preparing reports and other stakeholder needs as required.

### Key selection criteria

1. A welcoming and engaging approach to interacting with a diverse range of people.
2. Previous front-line customer service or ticketing experience within a fast-paced environment, or a desire to learn.
3. Strong written and verbal communication skills, with the ability to communicate with a variety of customer groups across multiple communication platforms.
4. Highly developed interpersonal skills with the ability to foster and maintain effective working relationships with a wide range of stakeholders, customers and colleagues.
5. Ability to multitask and work across departments to achieve common goals and meet deadlines.
6. Demonstrated ability to follow procedures and standards for data entry, and to work independently within set guidelines.
7. Proven attention to detail, including the ability to review and self-correct.
8. Working knowledge of the Microsoft 365 Suite, including SharePoint, OneDrive and Teams.

### Desirable but not required skills:

1. Professional experience or working knowledge of Tessitura.
2. Desire to learn and present innovative and creative solutions to challenges.
3. Experience and/or genuine interest in the Australian arts sector, particularly in literature and/or events.

### Enquiries

Further information about the Wheeler Centre is available at [wheelercentre.com](http://wheelercentre.com)

Confidential enquiries about this role can be made to Courtney Percy, Database & Ticketing Manager, at [Courtney.percy@wheelercentre.com](mailto:Courtney.percy@wheelercentre.com)

The Wheeler Centre is committed to access and inclusion, and to creating a team that reflects the diversity of the communities we serve. We encourage applicants who identify as First Nations, culturally and linguistically diverse, D/deaf, disabled, and LGBTQIA+. We encourage applicants who have previously faced barriers to working in the arts and cultural sectors and are committed to helping you overcome these barriers. If you require advice or support during the recruitment process, we would love to hear from you.

### Submitting an Application

Applications should include:

- A brief email outlining why you are the right candidate for this role
- A brief written response to the key selection criteria (1-2 pages)
- A current resume, including the contact details of two professional referees (1-2 pages)

**wheelercentre.com**

Trading as Centre for Books, Writing and Ideas  
ABN 97 134 682 189



**The Wheeler Centre**  
Books Writing Ideas

176 Little Lonsdale Street  
Melbourne VIC 3000 Australia  
+61 3 9094 7809

Applications should not exceed four pages in length.

#### **Application Format**

- Please combined your application into a single PDF document, with the filename “Last Name First Name – POSITION TITLE”.
- Applications should be submitted by email only to [recruitment@wheelercentre.com](mailto:recruitment@wheelercentre.com).
- Late applications will not be accepted

#### **Timeline for Recruitment**

Applications close **12noon Monday 12 February 2024**.

**wheelercentre.com**

Trading as Centre for Books, Writing and Ideas  
ABN 97 134 682 189



Melbourne  
City of  
Literature

