

# RISING :

CUSTOMER SERVICE ASSISTANT  
POSITION DESCRIPTION, AUGUST 2021

ROLE :	TICKETING & CUSTOMER SERVICE ASSISTANT
TEAM :	BRAND AND COMMERCIAL
TERM :	CASUAL CONTRACT UNTIL FEBRUARY 2022
REPORTING TO :	HEAD OF TICKETING, CRM & CUSTOMER SERVICE
SALARY :	\$28.68 P/HOUR + SUPERANNUATION

## RISING

RISING is a surge of art, music and ceremony in the heart of Melbourne.

Taking the place of the Melbourne International Arts Festival and White Night Melbourne, RISING is a major cultural event for the Asia Pacific Region created by a diverse team of local, national and international artists and curators.

Interlocking circles of experience and connection will radiate through the night, as the city re-synchronises and is re-energised with public art, performance and music spanning the emerging and iconic, the epic and intimate. The festival will next take place in June 2022.

RISING is currently presenting *A Miracle Constantly Repeated*, leading visual artist Patricia Piccinini's immersive takeover of the long-shuttered and folkloric ballroom and upper level of Flinders Street Station. The exhibition will run until January 2022.

[www.rising.melbourne](http://www.rising.melbourne)

## THE ROLE

We are looking for a customer service champion to work on RISING events, including Patricia Piccinini's landmark exhibition inside Flinders Street Station.

You love working with the public, and ideally have experience using Tessitura. If not, you know the ins and outs of similar systems, and will throw yourself into learning a new ticketing and CRM tool. You realise that we're living in weird times, so you approach ticketing and customer service with both empathy and pragmatism. Alongside sales, there's rescheduling, refunds, and a lot of communication, so you're ready to adapt if things change quickly.

You're confident providing customer service wherever it's needed—on the phone, via email or in-person—and have a knack for anticipating the needs of audiences. Sometimes you'll be working at the exhibition, and as one of the first faces people see when they arrive, you exude an aura that is welcoming, courteous and helpful. You understand that customer service and ticketing don't always operate in a 9–5 environment, and your availability and flexibility reflects this.

## DAY-TO-DAY, YOU WILL :

- Process ticket sales, refunds and reschedules
- Respond to customer service enquiries by phone, email, social media, and other platforms
- Provide customer service to guests attending RISING events, including *A Miracle Constantly Repeated* at Flinders Street Station
- Assist with Tessitura-based customer service delivery systems and processes
- Assist with responding to and logging customer feedback

## SKILLS & EXPERIENCE YOU'LL NEED :

- Proficiency in the use of Tessitura or other ticketing systems
- Willingness and flexibility to work weekdays, weekends and evening hours as required (10am-9pm, 7 days)
- Clear and open communication with a focus on great customer experiences
- Lateral thinking and creative problem solving

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### LOCATION

Subject to State Government Covid-19 travel and working from home (WFH) restrictions, the position operates from and is based at the RISING office, Level 2, 377 Lonsdale Street, Melbourne.

### ACCESS

If you have access requirements that will cause difficulty applying online and you need assistance, please call 03 9662 4242, Monday to Friday, between 9am–5pm. We are only able to respond to accessibility enquiries at this number, for all other queries please email [jobs@rising.melbourne](mailto:jobs@rising.melbourne).

RISING is a new festival aspiring to be a cultural leader in diversity and inclusion. We want our organisation and program to be a true reflection of our city representing people of diverse abilities, cultures and backgrounds. We encourage applications from First Nations people, those who are culturally and linguistically diverse, and people who have a disability or who are d/Deaf.