

newtheatricals

Customer Service Manager – The Gothic Project

Newtheatricals is a theatrical producer based in Sydney with current projects including the musical *Come From Away* touring Australia and New Zealand 2022/23; and *The Gothic Project* opening in Sydney in July 2022.

This is an opportunity to join the Newtheatricals team in Sydney with *The Gothic Project*.

The Gothic Project is the working title of a new and unique site-responsive production that will envelop audiences in a wondrous and thrilling new space. Alive with youthful curiosity and an explosion of ideas about the beauty and fragility of life.

The production will be an intimate experience for an audience of 150 people across eight performances a week, commencing performances in July 2022 for an open-ended season in Sydney only, in an Inner-City location (yet to be publicly announced).

About the Role

A combined role featuring the duties of Front of House Manager and Box Office Manager. This unique role will oversee audience experience from the moment they enter the building and throughout their time with the production. The Customer Service Manager will collaborate closely with the Venue Company Manager and Bar Manager to ensure the smooth delivery for customers across 8 performances a week. Given the unique requirements of the production, the traditional parameters of these roles will be moulded to the unique operational structure for the enterprise.

The Customer Service Manager will oversee the ticketing access for patrons, traditional front of house functions and associated administrative activities for the production and act as the principal liaison with the Producer. They will work in close collaboration with Venue Company Manager under the guidance of the Executive Producer to ensure all those involved in the production receive the essential training and support required.

We are seeking a candidate who is a true self-starter, a multi-tasker, and someone able to prioritize responsibilities. The candidate will demonstrate attention to detail, creative problem-solving skills, possess and exhibit empathy, exude a good sense of humour, and a track record of on-their-feet problem solving. The candidate must be proactive and possess clear communication skills and the ability to be a team player able to work collaboratively and independently.

Hours of work during the performance period will generally be Tuesday to Sunday afternoon and evenings.

Interacting with audience members to ensure their first-class experience is a must.

Job responsibilities will include:

- Traditional role and functions of a theatre Front of House and Box Office Manager in a venue of a capacity 150 across eight performances a week.
 - Acting as representation of the Producers to all parties involved with the production.
 - Oversee operational delivery of welcoming customers, scanning tickets, and directing patrons through the venue to their allocated seat in collaboration with front of house staff, including resolving potential ticketing issues that arise.

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- Experience with Ticketek or other ticketing system required. Training will be provided for on site management and problem solving.
- Proven experience in being able to multi-task, have high organisational skills and be able to work well under pressure during peak periods.
- Lead and develop FOH staff to provide at all times a safe, warm, friendly and vibrant environment for audiences and staff alike.
- A collaborative attitude and willingness to innovate.
- Ensuring a superior standard of customer service for all interactions.
- Ensuring all health and safety requirements of the venue and production are executed and correctly documented.
- Staff Training, induction, oversight and compliance.
- OH&S and COVID-19 compliance.

Key selection criteria include:

- Proven 4+ years' experience in ticketing, venue management and events in the theatrical/live event or entertainment industry, theatre sector.
- An understanding of theatre and the Performing Arts industry as a business.
- Excellent written and verbal communication skills together with the capacity to speak one's mind.
- A positive, solution focused attitude to work, with excellent verbal and interpersonal and good written communication skills.
- Ability to manage competing demands, set priorities and work to strict deadlines.
- Focus on customer experience.
- Ability to exercise initiative, take personal responsibility and resolve issues independently.
- Exceptional organisational skills with strong attention to detail.
- Be highly motivated, resourceful and self-driven.
- IT proficiency including Microsoft Office, Microsoft Word and Excel with the ability to maintain systems and records.
- Knowledge of Health & Safety with experience of implementing and monitoring safe working practices.
- All employees are required to fully Vaccinated under our COVID-19 Vaccination Policy.
- The successful candidate will need to demonstrate flexibility in relation to duties and working hours as we create a unique theatrical experience.

Salary: \$1,600 per week, equivalent to base annual salary \$83,200 + Superannuation.

Start Date: 27 June 2022

Applications:

- Written applications should be addressed to: **info@newtheatricals.com**
- Applications must include a covering letter detailing professional experience relevant to the position and skills required and a current CV with contacts for two referees.
- Applicants must have the legal right to work in Australia.
- This is a Sydney based position, there is no relocation being offered.
- Strictly no recruitment agencies.
- Only shortlisted applicants will be contacted.
- Applications close Friday 13 May.

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