

Position Description

Outbound Sales Consultant

Position Details

Position Title	Outbound Sales Consultant	Location	South Bank, Brisbane
Reporting	Senior Sales Manager	Term	Casual
Working hours	Casual hours as determined by roster. No minimum amount of hours guaranteed.		
PD review date	August 2018	Authorised by	Chief Operating Officer

Enterprise and Organisational Environment

As an arts leader and great Australian orchestra, Queensland Symphony Orchestra is renowned for its high quality, breathtaking performances of both classical and modern compositions that engage audiences of diverse musical tastes, interests and ages.

One of the largest performing arts company in Queensland and the state's only professional symphony orchestra, the Orchestra plays a vital role in Queensland's cultural community, educating; mentoring aspiring performers; touring regional centres; broadcasting and performing with state, national and international ballet and opera companies.

Each year, Queensland Symphony Orchestra attracts the world's best conductors and soloists as part of its acclaimed concert season, in addition to presenting unique blockbuster events. Queensland Symphony Orchestra is passionate about commissioning innovative new programs and Australian works and continues to invest in collaborations, recordings and digital initiatives. In 2017, Queensland Symphony Orchestra welcomed Alondra de la Parra as Music Director.

Organisation Purpose and Vision

Purpose: To entertain, inspire and educate audiences

Vision: A patron centric orchestra of the 21st Century

Values

Own It

I Care

Be Brave

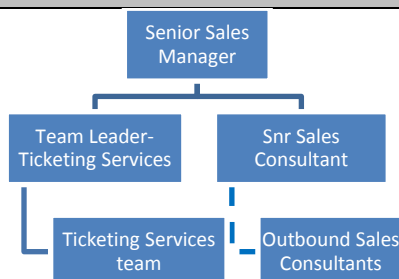
Job Purpose

Outbound Sales Consultants make phone calls to existing and former patrons to advise of upcoming concerts and concert packages with a view to securing a purchase and meeting the sales targets of the Outbound Sales team.

Key Relationships

Queensland Symphony Orchestra patrons

Organisation chart



Key Functions and Duties

Outbound Sales

Contact patrons by phone to advise of upcoming concerts, concert packages, discounted tickets etc.

- Ascertain patrons' desire to proceed with a ticket purchase.
- Complete purchase transactions for patrons.
- Contact patrons by phone during subscription sales period to encourage renewal of subscription.

General responsibilities

- Demonstrate an outcome focussed work ethic including a commitment to the Orchestra's Vision and Values.
- Perform other tasks as directed from time to time.

Workplace Health & Safety

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Workplace Health and Safety and that of others.
- Encourage other Employees to work in a healthy and safe manner.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participate and contribute to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Regulatory Requirements

- Contribute to a safe and healthy working environment in accordance with relevant legislation.
- Comply with all relevant employment and general business legislation and the Orchestra's Policies and Procedures, as amended from time to time, and Code of Conduct.
- Comply with the requirements of privacy legislation in the use of information relating to customers, employees and stakeholders.
- Demonstrate appropriate workplace behaviours consistent with the Orchestra's values.
- Adhere to the Orchestra's procedures for expenditure, cash management and revenue.

Person Specification

Qualifications

- Senior high-school certificate or TAFE diploma (minimum)

Experience

- Experience in systems-oriented customer service
- Knowledge of classical music repertoire and classical music artists is desirable
- Experience working in the Arts industry with knowledge of the not-for-profit sector is desirable

Skills and Abilities

Outbound sales

- Experience in using Tessitura or another ticketing or CRM software
- Exemplary customer service skills
- Experience with payment processing
- Excellent phone manner

Customer service

- Courteous, patient, pleasant and helpful manner with both internal and external customers

Teamwork

- Strong collaboration skills for working with colleagues within the Orchestra and external stakeholders

Communication skills

- Well-developed written and verbal communication skills
- Ability to communicate effectively with people at all levels of the organisation and with our customers and stakeholders

Continuous improvement focus/Problem solving

- Ability to contribute ideas for the improvement of work processes and the work environment
- Analytical problem solving ability

Personal organisation

- Ability to work to schedules and meet deadlines
- Ability to work independently and use initiative
- Ability to manage multiple tasks and emergent situations within conflicting deadlines
- High level of attention to detail
- Highly organised approach to day-to-day activities
- Well-developed computer literacy skills including use of the internet

Please note: This position description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties of the position holder might differ from those outlined in this position description and other duties, as assigned, may also form part of this position.

Acknowledgement of Responsibilities

I, _____ hereby acknowledge and accept my position description and understand that complying with these responsibilities is an essential part of my role with the Company.

Signed: _____ Date: _____