



POSITIONS DESCRIPTION

VISITOR SERVICES MANAGER

MAY 2017

PURPOSE

The Visitor Services Manager provides leadership and oversight of the Front of House and Box Office teams, ensuring the successful delivery of theatre service and box office operations. In addition to responsibility for the team this role is accountable for the coalface management and reporting of customer feedback and customer satisfaction measurement at Brisbane Powerhouse. The role will support the development and delivery of organisational initiatives and projects that will drive Brisbane Powerhouse visitor experience culture and performance.

This role is required to manage the expectations and achieve buy-in of stakeholders in relation to service delivery. The role will also provide advice and support to the Chief Operating Officer and Leadership team on initiatives and projects that will to maximise the effectiveness of the Visitor Experience Strategy.

KEY ACCOUNTABILITIES

- Oversee daily Front of House and Box Office operations including staff, recruitment, training, development and performance management.
- Work with FOH staff on workforce planning, venue management, presenter liaison, major event planning, and service activities and projects.
- Lead and develop the Box Office team to proactively engage visitors, increase visitor awareness of ticketing products and services and manage routine customer feedback and correspondence.
- Work closely with the Program, Events, Technical Services and Precinct teams to ensure Front of House is integrated into day to day operations and major event planning.
- Integrating the security guard provider and Front of House teams to maximise the quality of service, safety and security for our visitors.
- Liaise with presenting partners on day to day FOH requirements and initiatives that improve satisfaction and compliance with service level agreements.
- Develop and implement initiatives in collaboration with the Leadership team to integrate and improve staff engagement in the Visitor Experience Strategy.
- Lead the development and implementation of customer service plans, strategies and procedures for Brisbane Powerhouse. Work in collaboration with the Leadership Team to deliver organisation cultural change with regard to visitor experience and service.
- Establish and manage the department business plans and budgets. Track business performance and ensure departmental targets are achieved.
- Champion customer service at Brisbane Powerhouse, offer support and guidance to food and beverage tenants ensuring the service and experience vision is embedded into planning and day to day activities.
- Accountable for customer satisfaction measurement tools - record, review and communicate customer measures. Liaise with marketing to communicate results to the wider business and ensure follow up points are actioned.



KEY CHALLENGES

- Identifying and facilitating service alignment across departments, partners, projects and programs, often with multifaceted objectives, stakeholder interests and management responsibilities;
- Establishing and maintaining clear, simple frameworks, processes and procedures to deliver organisational change with regards to customer service/visitor experience within a complex operating environment;
- Prioritizing and balancing competing work priorities in a busy, dynamic environment with multiple reporting lines.

KEY RELATIONSHIPS

Reporting

This position reports to the Chief Operating Officer (COO)

Direct reports

The Visitor Services Team reports to the Visitor Services Manager and comprises:

Box Office Manager	- Head of Box Office
Assistant Box Office Manager	- Assists the Box Office Manager
FOH House Manager	- Head of Front of House
FOH Supervisor	- Assists FOH Manager
Casual Staff	- A pool of approximately 30 staff who work in the Box Office and Front of house

Financial Delegation

\$1,000

ESSENTIAL REQUIREMENTS

- Demonstrated management experience in ticketing, front of house and customer service experience within a large cultural precinct;
- Strong leadership skills in implementing cultural change programs within a business renewal environment and a track record of role modelling and improving staff performance and visitor experience;
- Highly developed operational management skills together with extensive experience in leading, managing, motivating and coaching a diverse workforce;
- Highly developed written and oral communication skills, including an ability to develop and present information in a variety of formats to all levels of audience;
- Sound business acumen, budgeting and financial management skills and experience, including developing and implementing business performance measurement processes;
- Demonstrated experience in driving and measuring improvements in employee engagement;
- High level change management skills and demonstrated experience in managing cross-organisational teams from initiation to delivery;
- Demonstrated experience and skills in identifying and developing new customer service initiatives and increasing customer satisfaction through business development strategies;



- Exceptional relationship management and interpersonal skills, including the ability to engage and influence across all levels of the business, manage relationships with diverse stakeholder groups, and persuade others to adopt improved customer service improvement practices;
- Proven ability to think innovatively and with a business improvement mindset, actively seeking out opportunities for improvement and acting on these to ensure timely and effective execution;
- Working knowledge of work, health and safety and Responsible Service of Alcohol duties and responsibilities as applicable to this position.

To apply for this role, please send a cover letter addressing the Key Selection Criteria and your curriculum vitae to Chief Operations Officer, [Lyn Patch](#). Applications close at 5pm on Sun 21 May 2017.