

Museum of Contemporary Art Australia

POSITION DESCRIPTION

Position title	MCA Ticketing Host
Position status	Casual
Hourly rate	\$27.15 on normal working days (plus 9.5% Superannuation); Sunday rates apply.
Division	Audience Engagement
Reporting to	Visitor Experience Manager
Date reviewed	August 2017
Approved by	Director, Audience Engagement

Overview of the MCA

The Museum of Contemporary Art (MCA) is Australia's contemporary art museum. Focusing on the work of living artists, MCA's vision is to engage audiences with contemporary art and ideas through the presentation of a diverse program of exhibitions and special events. From major thematic exhibitions and surveys of established artists, solo exhibitions and artist projects, to new work by emerging artists, the MCA program covers the range and diversity of contemporary art.

Located on one of the most beautiful sites in the world at Sydney's Circular Quay, the Museum of Contemporary Art opened to the public in 1991, reopening in 2012 following a major expansion. The redevelopment has transformed MCA, with spacious new galleries including an entire floor dedicated to the Collection; the National Centre for Creative Learning with state-of-the-art technology; public spaces that embrace one of the world's most famous locations, and a series of site-specific artists' commissions.

Overview of the position

The role of MCA Ticketing Host contributes greatly to the experience of visitors to the MCA. The position provides a friendly and professional welcome to visitors whilst providing a high quality ticketing service. In addition to ticketing and customer service duties, the MCA Ticketing Host will be required to undertake administrative duties as specified by the Visitor Experience Manager.

MCA Ticketing Host will also assist with safety and security of museum visitors and artworks. All MCA Host staff wear a unifying garment that identifies them as gallery staff. Working as an extension of the Front of House, MCA Ticketing Hosts coordinate daily ticketing administration, oversee, promote and process MCA memberships, and provide information regarding exhibitions and programs.

The Museum must generate more than 70% of its operational budget from non-government sources, such as philanthropic sources. The MCA Membership program is an important area of revenue generation for the museum. As a MCA Ticketing Host, a key responsibility is to encourage and influence visitors to join the MCA Membership program and to liaise with the Supporter Engagement Manager to deliver key philanthropic messages.

Accountabilities of the position

Interacting with visitors

- Welcome all visitors and guests, inform them of exhibitions and education programs
- Support the MCA in delivering high quality visitor experiences by maintaining outstanding customer service at all times
- Effectively communicate with visitors for all ticketing requirements, including for exhibitions, memberships, programs and events
- Effectively handle all financial transactions and be responsible for an ongoing ticketing float
- Provide appropriate assistance to visitors with specific needs
- Promotion of advanced ticketing sales
- Liaise with team leaders and managers to facilitate smooth and enjoyable visits for all visitors
- Effectively handle visitor and guest complaints, including receiving and recording visitor feedback

Museum environment

- Ensure a safe, comfortable and clean environment for all visitors and guests
- Ensure security and crowd control in public spaces
- Report maintenance and cleaning issues promptly and conduct regular checks of all public areas
- Promote safe working practices
- Follow evacuation procedures in the event of an emergency and assist visitors
- Maintain well stocked and tidy supplies of MCA brochures and other relevant collateral
- Develop solutions to problems with work procedures in consultation with other staff or supervisors as appropriate
- Ensure that you have sufficient supervision, instruction and equipment to undertake your work safely

Change Management/Flexibility

- Ability to demonstrate support for innovation and for organisational changes required to improve the MCA's effectiveness
- Work cooperatively with others to produce innovative solutions and recognise the merits of diverse perspectives and the ideas of others

Commitment to EEO Principles:

- Demonstrate commitment to, and knowledge of, the principles and application of equal employment opportunities and anti-discrimination legislation in the work place

Workplace Health & Safety:

- Work in accordance with the principles of equity, access and fairness. Respect WHS work practices and procedures; work with due care and consideration to safeguard your own health and safety and the health and safety of other.

Key selection criteria

Essential

- 2 - 3 years proven experience in a customer service role
- Previous retail experience and being comfortable to upsell products or services, or experience working to targets
- Previous experience handling cash and processing credit card transaction and end of day reconciliation
- Well-developed communication and interpersonal skills with the ability to deal effectively and courteously with visitors
- Interest in or knowledge of contemporary art and an awareness of cultural sensitivities.
- Ability to undertake tasks with limited supervision
- A demonstrated commitment to the principles and application of Equal Employment Opportunities, Anti-discrimination legislation and Workplace Health and Safety legislation in the work place
- A keen interest in philanthropy and the role individual giving plays within the museum
- Confidence with visitor engagement and the influence required to increase membership sales
- Proven ability completing administrative functions and tasks as required

Desirable

- Previous experience in membership sales, or related area
- Previous experience working in a gallery/cultural or visitor attraction sector
- Experience working with people from a broad range of other cultures

- Proficiency in a language other than English
- Senior First Aid Certificate
- Tertiary qualification in fine art or museum studies
- Experience working with ticketing software and basic understanding of customer relationship management

Person Specification

The MCA is looking for people who work well within a team and have a genuine desire to provide excellent customer service. They are punctual, reliable and have good interpersonal skills. Appointed person is a positive ambassador for the MCA and prides themselves on personal presentation. He/she will be required to familiarise themselves with all MCA exhibitions, and be happy to support visitors and colleagues to explore ideas and meanings in the art on display. He/she will be respectful, courteous and cooperative in all dealings with visitors, peers and supervisors. The person is self-motivated and able to perform work with minimal supervision; has the ability to resolve differences and conflicts and be open to change within the organisation.

In tandem with ticketing responsibilities he/she will combine passion for the Museum with sound commercial acumen to increase membership sales. In addition, the person will uphold a high personal level of awareness of the many facets of the Museums giving programs and communicate this knowledge with visitors.

Terms and conditions of employment

The position is casual on a needs basis. A rate of \$27.15 per hour is paid on normal working days and \$32.58 on Sundays (plus 9.5% Superannuation). A rate of \$54.30 per hour is paid on Public Holidays. The hourly rate includes casual loading which is in lieu of annual leave and sick leave.

Applications

Short listing for interviews will be based on applicants meeting the criteria explained in the job advertisement. Please send your application via email (link to You Tube video, CV, and a separate document addressing selection criteria), including names and telephone numbers of two referees to Human Resources, Museum of Contemporary pipilotti@mca.com.au. Please include **Pipilotti Ticketing Host** in the subject line of the email.

Applications close at 9am on Thursday 14 September 2017.

The MCA is committed to equal opportunity and diversity. The MCA promotes a work environment that is free from discrimination and harassment, and where individuals are treated with fairness, equality and dignity.