



# Senior Audience Services Officer

- Full time, Ongoing
- Band 4, Starting salary \$74,638 plus superannuation

## The Role

Bendigo Venues & Events delivers exceptional experiences for audiences across our venues, events and cultural programs. We're looking for a full time customer-focused Senior Audience Services Officer to play an important role in providing welcoming, safe and memorable experiences for every visitor.

In this hands-on role, you'll oversee audience services during performances and events, provide guidance to Audience Services staff and volunteers, undertake event-based ticketing and customer service and ensure patrons enjoy a welcoming, safe and seamless experience. You'll be a key point of contact for patrons, helping resolve issues and maintaining high standards of customer service across our venues.

Rostered hours will include evenings, weekends and public holidays in line with event schedules. Previous applicants for this position need not apply.

## About You

You are a positive and proactive customer service professional who enjoys working with people in a fast-paced environment. Experience in events, hospitality, tourism, entertainment, retail or visitor services will be highly regarded.

You bring strong communication skills, sound judgement and the ability to remain calm under pressure. You are comfortable supporting team members and dealing with a variety of customer situations, you take pride in delivering great service and contributing to a positive team culture.

Organised, reliable and adaptable, you can manage competing priorities while maintaining a professional and welcoming approach for patrons and colleagues alike.

This role requires an assessment of national police records and an employee Working with Children Check.

## Benefits

- Annual salary increases | Full time position | Fitness Passport
- Contribute to our community | Work close to home in beautiful Bendigo
- Salary packaging options | Values based organisation | Professional development opportunities
- Access to a range of mental health and wellbeing supportive initiatives

Visit our Employee Benefits [website](#) for more of our benefits.

## Contact

If you require any further information regarding this position, please contact **Jacoba Kelly, Coordinator Audience & Engagement, 4408 6670.**

## To Apply

Please submit your cover letter, outlining why you are interested in this position and detailing your relevant experience with your current CV/resume by **11pm, Wednesday 28 October.**



## **Position Description**

Please view the position description and detailed position demands document in “Job Attachments”

## **About Us**

The City of Greater Bendigo is in the heart of central Victoria on Dja Dja Wurrung and Taungurung Country. Located just 90 minutes’ drive from Melbourne, our region offers all the benefits of a large city with a warm and welcoming country feel.

Greater Bendigo is an attractive region that is famous for its food and wine, and boasts the Bendigo Art Gallery, theatres, stunning heritage buildings and natural surrounds that provide great recreational opportunities. There are also high quality education and health services, a wide range of housing options, excellent rail and road networks, and Bendigo Airport has regular direct QantasLink flights to Sydney.

We provide more than 65 important services to support our community, which is heading towards a population of 200,000 by 2050. Now is a great time to join us!