

# Australia Jobs Expertini®

## Customer Contact Agent

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Company: Ticketmaster Australasia Pty Ltd

Location: Melbourne

Category: office-and-administrative-support

### THE JOB

To provide high quality service meeting Ticketmaster's standards across all incoming contact center channels, including but not limited to:

Outlet Help Desk

Customer Care

Accessible Sales

### WHAT YOU WILL BE DOING

Answer calls across Customer Service / Outlet Services / Sales as required

Respond to customer enquiries via electronic communication

Assist outlets with general and technical issues and escalate where necessary

Other duties as required and directed

### WHAT YOU NEED TO KNOW (or TECHNICAL SKILLS)

**Interpersonal Skills-** Ability to relate to people on all levels by quickly establishing rapport and displaying patience where necessary.

**Organisational Skills** - Proven ability to effectively manage time to ensure training deadlines

and business needs are met.

**Results Orientated** - Show commitment to the achievement of results and targets by accepting responsibility, owning the task, and effectively applying effort and resources, combined with passion, belief and energy.

**Numeracy** - Ability to check numerical data entered and be able to identify unbalanced accounts.

**Computer Literacy** - Ability to use Microsoft Office based computer packages including Word, Excel & PowerPoint. Typing skills with high accuracy

**Communication** - Demonstrating strong communication skills, both written and verbal. Clarity and confidence when presenting/training. Effective listening skills are also paramount.

## **YOU (BEHAVIOURAL SKILLS)**

**Customer Focus** - Ensuring Ticketmaster's internal and external customers' needs are continually satisfied. Experience in dealing with and training a range of people from different backgrounds is highly regarded. Contact Centre experience is advantageous but not mandatory.

**Attention to Detail** - Ability to accurately maintain training manuals and other training documentations ensuring quality assurance requirements are met.

**Flexibility** - Demonstrated ability to accommodate and adapt to changing needs of the business in a highly pressured working environment. At the same time, proven ability to adhere to set guidelines and process adherence.

**Problem Solving** - Ability to identify potential problems and identify solutions. Appropriately seeking information from higher source when required.

**Positive Attitude** - Possession of “natural energy” with a proactive focus.

Due to PCI compliance requirements a police clearance check is required to perform this position.

## **LIFE AT TICKETMASTER**

We are proud to be a part of Live Nation Entertainment, the world’s largest live entertainment company.

Our vision at Ticketmaster is to connect people around the world to the live events they love. As the world’s largest ticket marketplace and the leading global provider of enterprise tools and services for the live entertainment business, we are uniquely positioned to successfully deliver on that vision.

We do it all with an intense passion for Live and an inspiring and diverse culture driven by accessible leaders, attentive managers, and enthusiastic teams. If you’re passionate about live entertainment like we are, and you want to work at a company dedicated to helping millions of fans experience it, we want to hear from you.

### **Our work is guided by our values:**

**Reliability** - We understand that fans and clients rely on us to power their live event experiences, and we rely on each other to make it happen.

**Teamwork** - We believe individual achievement pales in comparison to the level of success that can be achieved by a team

**Integrity** - We are committed to the highest moral and ethical standards on behalf of the countless partners and stakeholders we represent

**Belonging** - We are committed to building a culture in which all people can be their authentic selves, have an equal voice and opportunities to thrive

## **EQUAL OPPORTUNITIES**

We are passionate and committed to our people and go beyond the rhetoric of diversity and inclusion. You will be working in an inclusive environment and be encouraged to bring your whole self to work. We will do all that we can to help you successfully balance your work and homelife. As a growing business we will encourage you to develop your professional and personal aspirations, enjoy new experiences, and learn from the talented people you

will be working with. It's talent that matters to us and we encourage applications from people irrespective of their gender, race, sexual orientation, religion, age, disability status or caring responsibilities.

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