

CUSTOMER SERVICE COORDINATOR

DEPARTMENT: Marketing and Box Office

REPORTS TO: Ticketing and Customer Service Manager

DIRECT REPORTS: N/A

ROLE

The Customer Service Coordinator is the first point of customer service to all ASO patrons via all customer service channels, including in person at Grainger Studio, online via email or website contact forms and over the phone on the ASO's public facing contact telephone number. As the first point of contact at the Grainger Studio reception desk, the position welcomes and directs couriers, contractors, musicians, artists, and all other visitors who attend the premises.

The Customer Service Coordinator is required to create a positive experience for all patrons and visitors, including assisting with enquiries and processing ticket sales. The role also supports effective internal communication and contributes to a safe workplace by ensuring work health and safety procedures are adhered to.

RELATIONSHIPS

Reporting to the Ticketing and Customer Service Manager, the post holder is required to work closely with the Box Office and Ticketing Coordinator, casual Box Office Assistants and other key ASO staff from other departments, such as the Technical and Venue Manager. As the ASO's receptionist and first point of contact at Grainger Studio, the role also involves regular interaction with external visitors as well as our musicians and staff.

During subscription sales campaigns, the post holder is required to work with the larger cohort of casual Box Office Assistants, and external service providers in order to provide high level assistance to subscribers and the whole subscription process.

SPECIAL REQUIREMENTS

- Prior to commencing employment, the preferred candidate is required to have satisfactorily met the requirements of a Working with Children Check.
- The position will require regular evening and weekend work to attend and support ASO events and performances.

PERSON SPECIFICATION

Detailed below are the qualifications, experience, knowledge, skills, and abilities identified for the position.

The essential criteria show the minimum essential requirements of the position. The desirable criteria outline additional attributes which would enable the successful candidate to perform the role more effectively; they are not essential but may be used to distinguish between applicants during the shortlisting process.

Essential Criteria

- Experience operating Tessitura or similar ticketing software.

- Proven ability to deliver exceptional customer service across multiple environments.
- Excellent skills in providing high quality customer service.
- A methodical approach to record keeping.
- Strong written and verbal communication skills.
- Ability to build personal relationships and effectively communicate across a broad range of internal and external stakeholders.
- Demonstrated ability to work under pressure, managing time to consistently meet deadlines.

Desirable

- An appreciation of orchestral music.
- Intermediate-to-advanced level word processing and Microsoft Excel skills.
- Good organisational skills.

POSITION INFORMATION:

This position is being offered full-time (1FTE) on a permanent basis with a salary range of \$60,000-\$65,000. Copies of the position description are available upon request via employment@aso.com.au.

HOW TO APPLY:

Qualified candidates are encouraged to submit a current Cover Letter and CV in one PDF document, outlining your suitability, to the attention of Rachel Grant, People and Culture Manager. Please note that applications submitted without a Cover Letter will not be considered. Applications or queries can be submitted via email to Rachel at employment@aso.com.au.

[Applications will close at 5pm on Sunday 15 March 2026.](#)

Interviews will commence as applications are received.

The ASO invites applications from all qualified candidates with current working rights in Australia.