



ABOUT THE WESTERN AUSTRALIAN MUSEUM

The WA Museum’s mission is to inspire curiosity to explore the past, question the present and shape the future.

Our work is diverse and collaborative; it is local, national and global. We aspire to be a valued, used, and admired organisation by all Western Australians and the world.

WA Museum manages eight locations throughout Western Australia, including the award-winning Boola Bardip in the Perth Cultural Centre. We have a team of dedicated curators undertaking a wide range of research and caring for more than eight million objects for the benefit of future generations.

The Museum is a Statutory Authority within the Department of Local Government, Sport and Cultural Industries (DLGSC).

OUR MISSION

Inspiring curiosity to explore the past, question the present and shape the future.

OUR VISION

An informed and engaged community working together for a better future.

OUR VALUES

Respectful

Inclusive

Accountable

Enterprising

Recognition of Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia.

ORGANISATIONAL PILLARS

1

Sustainability

2

At the Heart of the Community

3

Aboriginal and Torres Strait Islander Peoples

4

State-wide



**WESTERN
AUSTRALIAN
MUSEUM**

Department of Local Government,
Sport and Cultural Industries

JOB DESCRIPTION FORM

DETAILS

Position Title

Membership and Ticketing Officer

Position Number

14631

Classification Level

Level 3 (L3)

Award/Agreement

Public Service Award 1992 / PSGO CSA GA

Directorate

Engagement

Branch/Team

Marketing and Audience Development

Physical Location/s

WA Museum Boola Bardip, Perth

REPORTING RELATIONSHIPS

Position reports to

Coordinator Ticketing and Membership, L5

Positions reporting to this position

- Nil

PURPOSE OF THE POSITION

This role sits within the Media, Marketing and Audience Development team and supports the Membership and Ticketing Coordinator in administering and maintaining the Museum's ticketing system and membership program.

STATEMENT OF DUTIES

Membership:

- To act as a point of contact for new and existing members, taking enquiries via multiple communication channels, providing a high level of customer service, and updating databases in a timely manner.
- Work with management to identify opportunities to improve processes for the Membership program.



- Assist in the delivery of the member life cycle, including sale and payment, new member communications, member benefit, administration, and renewal process.
- Maintain an active database to foster and develop member relationships.
- Oversee inventory for membership product and materials, where appropriate.
- Responsible for administrating renewal notices and processing new, and renewal of memberships, in a timely manner.
- Communicate directly with key internal and external stakeholders, including with regards to the creation and delivery of member events, as appropriate.
- Work with the Marketing Team to promote the membership program across internal and external stakeholders, including work on the development of the membership recruitment and retention strategies.
- To assist with member market research in areas such as member benefit analysis, satisfaction, and competition analysis.
- Undertake various value-added membership activities, as directed.

Ticketing

- Coordinate and complete all facets of the Ticketing system process to ensure an excellent customer experience.
- Coordinate ticketing operations, including event builds, ensuring compliance with procedures that meet audit requirements.
- Maintain quality control of the highly critical and sensitive Ticketing and Customer Relationship system, whilst following best practice, adhering to legal, legislative, and the wider DLGSC Arts and Culture consortium requirements.
- Liaise with Visitor Services staff to provide feedback on daily processes and administration functions to ensure that an efficient and effective workflow is maintained.
- Undertake training and development sessions with staff and provide appropriate documentation.
- Generates reports from the ticketing system to assist with ticketing analysis and Museum operations.
- Other duties as required with respect to the scope of the position.



WORK RELATED REQUIREMENTS

Essential

1. Experience and working knowledge of large-scale ticketing systems (ideally Tessitura), including experience in customer relationship management, ticketing, event builds and sales reporting.
2. Strong written communication skills with a high level of attention to detail.
3. Excellent organisation and time management skills, with an ability to work autonomously and as part of a team.
4. Ability input and extract data accurately, and to produce reports.
5. Strong interpersonal skills, and excellent customer service.
6. A passion for problem-solving, with the ability to juggle competing tasks in a fast-paced work environment.

Desirable

1. Experienced and skilled in the use of the Tessitura Ticketing Software system.
2. Experience working in non-profit ticketing, development, or membership system, preferably in an arts-related institution.
3. Knowledge of data protection policies.

SPECIAL CONDITIONS

- Nil

APPOINTMENT IS SUBJECT TO

- Eligibility to work in Australia.
- A current (within 6 months) National Police Clearance Certificate.