



australian girls choir

Customer Service/Admin Assistants – 2 positions available!

Begin your career in arts management - team based, collaborative environment

The Australian Girls Choir (AGC) is in its 34th year as the country's leading performing arts organisation for girls. We have over 5500 choristers training in Adelaide, Brisbane, Melbourne, Perth and Sydney.

We are searching for **two** confident, engaging and positive individuals with exceptional interpersonal skills and a 'can do' attitude to join our fast paced, vibrant arts administration team. With the ability to grow within a great company, the Customer Service Assistants provide a pivotal role, receiving queries and relaying messages across the national team.

About the opportunity:

- Connecting with prospective and enrolled families enquiring about AGC classes, events and programs, the Customer Service Assistants have a central role as the voice of ASPA. As the first point of contact, you ensure a high level of customer service and professionalism while handling a large volume of incoming calls and emails.
- Assisting with enrolment and re-enrolment of our 5500 plus Australian Girls Choir families, including data entry, you are IT savvy and have proven experience in time management and organisation. Tight deadlines, multi-tasking and a fast-paced and ever changing environment don't faze you.
- As a natural team player, you are eager to get involved in just about anything to get the job done. Undertaking volumes of music photocopying or collating class booklets, you understand that little tasks undertaken and executed well provide a great level of team support.
- Your ability to learn quickly is reflected in your grasp of AGC's complex offerings, providing accurate information to potential and current clients.

Both positions are full-time with hours based on Monday to Friday 9.00am to 5.00pm. Responsibilities for both roles will vary so you must be flexible, adaptable and willing to work in a collaborative manner. There is scope for one role to be given more responsibility in working with our Venue Administrator to administer and coordinate our weekly rehearsal venue reports and supplies.

Requisite skills:

- Experience working in an office environment, with a high level of professionalism & attention to detail
- Previous Administration experience with well developed computer skills
- Excellent communication with polished interpersonal skills; you love people!
- Demonstrated enjoyment of getting involved in (big and) small tasks
- Ability to thrive in a fast-paced environment; remaining flexible, calm and focused under pressure
- A flexible 'can-do' attitude and team-oriented approach
- Exposure to the Performing Arts industry is desirable
- Valid Working with Children's Check is essential and driver's license is preferable

About Us - ASPA – Employer of Choice:

- We're an **innovative, collaborative and dynamic workplace**, where a shared interest for the performing arts brings together many people from a variety of backgrounds with unique skills.
- We value the **individual growth** and contribution of our staff members with many long-standing employees of more than 10 years.
- We provide **mentoring and ongoing learning and development** opportunities because we know that people (you!) are the drivers of our success. We aim to connect, inspire and support every staff member.
- We embody **passion, dedication, enthusiasm and energy**. We work hard but have a lot of fun too with our team lunches, casual Fridays, footy tipping and even 'bring your dog to work' day!

While we are looking for a particular set of skills and experience, we are also looking for people who share our values – respect, integrity, collaboration, innovation and excellence – as we know this is the key component to long term success together. If you believe you're an excellent fit, send your one page expression of interest and resume (in one document) addressed to Amy Ridley at hr@aspagroup.com.au. Applications close **Monday March 12**.



AUSTRALIAN SCHOOL OF PERFORMING ARTS