



musica viva

Music to Inspire

POSITION VACANT

Job Title: Casual Pool Position
Reports to: Departmental Manager
Location of Job: Sydney, Brisbane or Melbourne
Appointment type: Seasonal casual pool positions – shifts of 4 hours to 7.5 hours

Musica Viva's Mission

Musica Viva (MVA) exists to make Australia a more musical place. We are Australia's largest presenter of chamber music and a leader in the provision of music education in the classroom.

We are currently seeking expressions of interest for skilled and motivated individuals to join our casual pool to help with customer care calls to teachers to book Musica Viva in Schools programs and to provide occasional administrative support, as required, in any of our offices in Sydney, Melbourne or Brisbane.

As part of the casual pool, you may be called upon irregularly to do work at short notice, therefore irregular casual work must be something that suits you. In return we offer a flexible, supportive, fun and professional working environment alongside other people who are passionate about giving every child the opportunity to experience the transformative effect of music education. We also offer training and experience in using Tessitura, an international and highly regarded arts CRM platform.

The hourly rate for casual work is \$32.82 inclusive of super and the duties may include:

- Customer care – making outbound phone calls and receiving inquiries regarding tours and bookings
- Data entry - updating the Tessitura CRM database as required
- Communication - sending follow up emails
- Administrative duties
- Other occasional tasks as directed

Essential Knowledge, Skills, Qualifications & Abilities:

- Passion for music and music education.
- Flexibility and availability to work a variety of hours and days
- Team player
- Friendly and confident phone manner
- Clear communicator
- Accuracy in written communications
- Understanding of schools and the education system in Australia
- General knowledge of Musica Viva in Schools programs

Desirable Knowledge & Skills:

- Tessitura or any other CRM

To apply: Send your resume and a letter of application addressing the position requirements to jobs@musicaviva.com.au. Inquiries regarding the role can be made by contacting HR Director Sarah Vickers by email at svickers@musicaviva.com.au.

Please include a detailed covering letter addressing the position requirements, as applications lacking a cover letter may not be considered.

Musica Viva is a family friendly and flexible employer committed to equity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people and other diverse cultural and regional communities. We also welcome applications from people who identify as having a disability. If at any stage of the recruitment process you require any accommodation due to a disability please let us know.

Applications can be submitted at any time. Interested applicants are encouraged to apply as soon as possible. Candidates matching the role criteria will be invited to have a short interview over the phone.