



POSITION DESCRIPTION: VISITOR SERVICES OFFICER (CASUAL)

TERM:	Casual
REPORTS TO:	Senior Manager, Customer Experience & Ticketing
DIRECT REPORTS:	None
SALARY:	\$40.95 (hourly) + statutory superannuation
PRIMARY LOCATION:	The Wheeler Centre for Books, Writing and Ideas 176 Little Lonsdale Street, Melbourne, Victoria 3000
CONDITIONS:	Regular out-of-work hours will be required. Employees at The Wheeler Centre have access to an Employee Assistance Program as well as regular professional development opportunities.

ABOUT US

Our Purpose

The Wheeler Centre exists to honour and amplify the culture of ideas, stories and debate that has existed in Victoria for millennia.

We serve writers, storytellers, thinkers, readers, listeners – the diverse ecology of people, communities and cultures that keep ideas alive and evolving.

We do this through:

- Facilitating conversations, constructive debate and community-building connections throughout the year – across a variety of formats, platforms and audiences – to promote and complement our state’s literary ecology.
- Partnering with and resourcing local and regional literary organisations, festivals and collectives, with collaboration, support, inclusivity and access to our physical and digital hub.
- Enabling the growth of the literary community by supporting writers at all stages of their careers and advocating for the sustainability and diversity of the sector.
- Honouring the cultural heritage and influence of words here and the unique literary identity that arises from and connects our landscape.
- Improving the accessibility and longevity of our work by creating and publishing digital content and maintaining a digital event archive.

Our Vision

wheelercentre.com

Trading as Centre for Books, Writing and Ideas
ABN 97 134 682 189





To be a globally renowned home for storytelling and ideas that is sought after and celebrated by writers, readers, speakers, listeners and decision-makers.

Our Mission

To connect, support and promote Victoria's unique culture of writing, stories and ideas. We seek to open up writing, reading, storytelling and inclusive public discussion to everyone, everywhere and in doing this, we also elevate Melbourne's status as Australia's original UNESCO City of Literature.

ABOUT THE ROLE

The Visitor Services position responsibilities encompass a range of customer-focused tasks, providing front-end customer service to all visitors, whether via email, phone, or in person, to maintain an efficient and welcoming reception and/or event area.

Reporting to the Senior Manager, Customer Experience & Ticketing, the role supports the ticketing and Front of House team at ticketed events by handling ticket bookings and inquiries and other duties as required.

The casual role is based at the Wheeler Centre offices in the Melbourne CBD and requires flexibility across weekday, weeknight and weekend shifts. Shifts will take place at the Wheeler Centre (176 Little Lonsdale Street Melbourne). Attendance at other Melbourne-CBD venues may also be required from time-to-time.

TASKS AND RESPONSIBILITIES

- Provide a high level of service to the Centre's wide range of customer, presenter, and stakeholder queries relating to the venues, events, special projects and more via phone, email or in person.
- Support the Centre and its resident organisations by providing general reception services such as deliveries, welcoming guests and venue access.
- Resolve ticketing or customer service issues in a timely manner in line with the Centre's policies and procedures when working independently.
- Process donations and sell tickets and other related products using the centre's CRM system.
- Reconcile payments and ensure payment data is accurate at the end of each shift.
- Enter information into Tessitura accurately to help ensure the database is clean for marketing use and assist with data maintenance duties.
- Manage and respond to customer feedback and escalate Customer Service issues when necessary.
- Maintain venue security in the foyer area through the opening and closing procedures and ensure the space is well presented.
- Liaise with internal teams such as production, front of house and programming to ensure seamless event delivery.
- Support the Senior Manager, Customer Experience & Ticketing in the processing of complimentary tickets, preparing reports and other stakeholder needs as required.

KEY SELECTION CRITERIA

1. A welcoming and engaging approach to interacting with a diverse range of people.



2. Previous front-line customer service or ticketing experience within a fast-paced environment, or a desire to learn.
3. Strong written and verbal communication skills, with the ability to communicate with a variety of customer groups across multiple communication platforms.
4. Highly developed interpersonal skills with the ability to foster and maintain effective working relationships with a wide range of stakeholders, customers and colleagues.
5. Ability to multitask and work across departments to achieve common goals and meet deadlines.
6. Demonstrated ability to follow procedures and standards for data entry, and to work independently within set guidelines.
7. Proven attention to detail, including the ability to review and self-correct.
8. Professional experience or working knowledge of Tessitura within a box office environment.
9. Working knowledge of the Microsoft 365 Suite, including SharePoint, OneDrive and Teams.

Desirable but not required skills:

1. Desire to learn and present innovative and creative solutions to challenges.
2. Experience and/or genuine interest in the Australian arts sector, particularly in literature and/or events.

Enquiries

Further information about the Wheeler Centre is available at wheelercentre.com

Confidential enquiries about this role can be made to Courtney Percy, Senior Manager, Customer Experience & Ticketing, at Courtney.percy@wheelercentre.com

The Wheeler Centre is committed to access and inclusion, and to creating a team that reflects the diversity of the communities we serve. We encourage applicants who identify as First Nations, culturally and linguistically diverse, D/deaf, disabled, and LGBTQIA+. We encourage applicants who have previously faced barriers to working in the arts and cultural sectors and are committed to helping you overcome these barriers. If you require advice or support during the recruitment process, we would love to hear from you.

All applicants at application stage have the option to:

- Request to submit their application in a different format (video, audio, etc). The Wheeler Centre will do its best to accommodate this request where written communication is not a core component of the role.
- Discuss any requirements of the position with the relevant manager prior to applying.
- Applicants are encouraged to contact The Wheeler Centre to discuss other accessibility options not listed here at recruitment@wheelercentre.com

Submitting an Application



The Wheeler Centre
Books Writing Ideas

176 Little Lonsdale Street
Melbourne VIC 3000 Australia
+61 3 9094 7809

Applications should be made online through The Wheeler Centre's Employment Hero Portal at this link:

<https://employmenthero.com/jobs/position/the-wheeler-centre-visitor-services-officer-ke6tp/>

All application should include:

- A current resume (1-2 pages)
- A brief cover letter (not more than 200 words)
- Brief responses to each of the key selection criteria (screening) questions (as a guide, we are not expecting responses to be any more than 150 words per question).

Timeline for Recruitment

Applications close **12noon Monday 9 March 2026.**

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Melbourne
City of
Literature

