

School Communications Representative

Job Type: Casual

Location: On-site at the Echelon Productions office, Moorabbin

Are you a confident communicator who thrives on building relationships and loves the idea of bringing theatre and education together? Echelon Productions invites you to be part of a vibrant and purpose-driven team, coordinating educational theatre programs that inspire thousands of students across Australia and New Zealand.

Echelon Productions is an educational theatre production company that performs at thousands of schools across Australia and New Zealand each year. Operating under the brands of **The National Theatre for Children** and **Perform Education**, we deliver high-energy, curriculum-aligned performances that promote learning through entertainment.

About the Role: Our programs are coordinated by the **School Communications Department**, who are in charge of managing, mapping, scheduling, and marketing tours. Echelon currently has openings for **School Communications Representatives**, who are responsible for inviting and scheduling schools via phone calls, emails, and mailings. In addition to these outgoing invitations, another large responsibility of this job is managing communications and ongoing relationships/follow-up information using our Salesforce CRM database. Other responsibilities include answering a customer service line, data entry, tour assistance, clerical & admin duties, working on continuing school communications after scheduling, etc. This position functions as part administration, part customer service, part marketing, and assisting the launch of our tours.

Successful applicants will need a great phone manner, the ability to think on their feet, thrive in a busy, fun & creative office and have a positive “can do” attitude. You will be establishing and maintaining a regular call cycle to schools which will require your ability to work your own well planned timetable through the season.

Most importantly you will love developing relationships on the phone and have a passion for the outcomes achieved through educating children, theatre and helping teachers, schools and their communities.

Qualifications or Requirements:

- Experience and knowledge of school sales and the education system is a plus
- Interest in theatre and education
- Phone / customer service experience a must, with strategic skills
- An active listener and clear communicator
- Goal-oriented and self-motivated
- Strong verbal and writing skills
- Ability to keep on top of new and changing information
- Careful attention to detail
- Proficiency with Microsoft Office Suite preferred
- Experience with Salesforce or other CRMs/database systems a plus
- Friendly, positive attitude and outgoing demeanor

Principal Responsibilities

- Conduct phone calls and email conversations with schools/teachers to promote education programs
- Call 8-10 schools per hour to invite them to schedule programs
- Utilise Salesforce CRM as effective information and planning tool for all marketing and scheduling efforts
- Assist school contacts with scheduling performances, plan and communicate logistical details for scheduled programs
- Report daily to supervisor on workload progress

Why Join Us?

- Be part of a creative company with a meaningful mission – engaging, educating and inspiring students
- Work in a fun, supportive office with a collaborative and passionate team
- Opportunity to learn about the behind-the-scenes workings of educational theatre and school outreach
- Flexible casual work with real purpose

Work Schedule/Pay: This position is seeking 20-28 hours per week, within days as required by mutual negotiation. Pay is at casual rate of \$33-\$35/hour dependent on experience, plus superannuation.

Responsible To: School Communications Manager and School Communications Supervisor

Job Location: This role is on-site, based at the Echelon office in **Moorabbin**.

To apply: Please send a resume and cover letter to staff@echelon.net.au

Applications are reviewed on a rolling basis – apply early!

Diversity and inclusion are important values of Echelon Productions. We strive to be an inclusive environment both on stage and behind the scenes.