



Box Office Customer Service Representative JOB DESCRIPTION

Job Title: Customer Service Representative

Department: Box Office

Reports to: Box Office Manager and Supervisors

Hours: Variable Schedule around events which includes days, nights, weekends, and holidays.

Position Type: Part-Time

Position Overview:

The Customer Service Representative is responsible for all ticket transactions and providing events-related information to customers.

Essential Duties and Responsibilities:

- Provide event information via telephone and in person communication
- Process ticket sales in software system
- Answer phones, sales window, will call window
- Balance a cash drawer/Sales balancing
- Outgoing mailings
- Gift card sales and redemptions
- Provide information regarding area hotels, restaurants, parking, and directions

Skills and Abilities Required:

- Customer-centric
- Excellent verbal communication skills
- Above average computer literacy to learn ticketing software
- Ability to problem-solve and multi-task in a fast-paced environment
- Detail oriented
- Available to accommodate a flexible work schedule
- Work well within a team environment
- Able to work events as assigned which includes standing or sitting for periods of time often in the same shift

Education and Experience Required:

- High school diploma or higher
- 1+ year experience in service environment providing customer service
- Computer literacy of completing online sales
- Knowledge of basic mathematical functions, ex. addition, subtraction, multiplication and division

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.