

## BOX OFFICE AGENTS

### REPORTS TO: BOX OFFICE COORDINATOR

Eventide Theatre Company in Dennis, MA, seeks part-time box office agents to provide customer service to patrons, year-round, during a three-play season plus special events. This position requires availability primarily during afternoons/evenings and weekends. The right candidate will have hospitality, retail, and/or customer service experience, and an interest in theatre/performing arts. Essential Duties and Responsibilities include the following. Other duties may be assigned.

#### **Essential Duties and Responsibilities:**

Must possess a high level of attention to detail, strong communication skills and the ability to provide excellent customer service. This position will directly report to and the Box Office Manager.

This position will be responsible for selling tickets via computer system (training will be provided), responding to guest questions and resolving guest issues. Successful candidate will be out-going, personable, resourceful, results-oriented and will specifically have the ability to:

- Provide excellent customer service in all patron interactions.
- Answer incoming calls, assist walk-up patrons, answer email.
- Sell, exchange, and return tickets for all performances sold through the Box Office using our Vendini ticketing software (training provided)
- Take customers' information, enters it into the system and ensures that information is accurate.
- Distribute will call tickets to patrons attending the day's performances.
- Follow proper procedures in the handling of cash, check, and credit card transactions.
- Communicate and enforce policies and procedures in support of patron experience best practices.
- Maintain current knowledge of ticketing policies, subscription packages, benefits and restrictions, and availability.
- Attend training sessions as scheduled, and company meetings and other functions as possible.
- Maintains composure and professionalism with guests, clients, and colleagues
- Perform other duties, as assigned.

#### **Qualifications:**

- Must have excellent verbal and telephone etiquette communication and interpersonal skills; English fluency required.
- Commitment to the highest standards of customer service.
- Ability to improvise and problem solve on the go.
- Cash handling experience in food service or retail venue a plus, but not required.
- Attention to detail, with an eye on aesthetics and a willingness to learn.
- Evidence of positive disposition, maturity, drive, and enthusiasm.
- Background or appreciation of in performing arts, live theatre, and/or non-profit organizations a plus.