



BOX OFFICE AGENTS

Essential Duties and Responsibilities:

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 Ovation ticketing software (training provided)
- Take customers' information, enter it into the system and ensure that information is accurate.
- 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.