

TICKET OFFICE REPRESENTATIVE- PART TIME

Department	Ticket Office/Marketing	Salary	\$16.69 - \$18.00 per hour
Supervisor	Ticket Office Manager	Status	Regular, Part time, Non-Exempt
Revised	October 2021	Location	Seattle, WA

The Ticket Office Representative serves as an ambassador for ACT Theatre to patrons, assisting them over the phone, in person, and via email. Typical services include selling single tickets and subscriptions, processing ticket exchanges, and knowledgeably answering questions regarding performances and programming. Excellent customer service skills, computer proficiency and general office skills are required. The Ticket Office Representative works directly under the Ticket Office Manager but works closely with the Ticket Office Assistant Manager and Ticket Office Leads.

Specific Job Functions

Customer Service <ul style="list-style-type: none"> • Answer incoming calls and make outgoing calls to resolve issues • Reply to assigned <i>Service</i> emails and ensure all emails have received a reply the same day they came in during business hours. File completed emails in appropriate folders. • Stay current on policies and know which resources to consult on areas of confusion 	30%
Ticket Orders <ul style="list-style-type: none"> • Process individual ticket orders, subscriptions, exchanges and gift certificates • Troubleshoot issues in Tessitura (i.e., search for a lost order, look for multiple accounts, search via credit card, view order and transaction history as needed) demonstrating proficiency • Up-sell and cross-sell when appropriate • Maintain accurate data entry within patron database 	30%
Show Duties <ul style="list-style-type: none"> • Staff Will Call and Sales windows (matinee and evening) • Assist patrons with missing orders or other customer service issues with diplomacy, accuracy and speed 	20%

<p>Additional</p> <ul style="list-style-type: none"> • Process Mail and Will Call • Exercise attention to detail with cash handling • Participate in staff meetings and other employee special events • Complete side projects in a specified timeline as assigned 	<p>10%</p>
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Qualifications/Skills:

- Enjoy proactively, politely, and calmly interacting with a variety of personalities in a fast-paced environment; you must truly enjoy people to thrive in this position
- Strong customer service skills; ticketing, sales, or other arts organization experience a plus
- Be punctual and ready to work for each shift
- Familiarity with Microsoft Office Suite and database management software
- Tessitura software experience a plus
- Available to consistently work 15-25 hours per week
- Ability to appropriately manage confidential information
- Skilled at multi-tasking with high attention to detail
- Excellent written and verbal communication skills
- Demonstrate exceptional and forward-thinking customer service
- Represent our mission as the first line of contact with patrons
- Remain calm and diplomatic with escalated issues
- Be self-directed in work ethic, please lead by example
- Exercise confidence and kindness in speaking to team members when something needs to be improved or retrained
- A passion for art and a genuine interest in working with the public
- Possess a positive, caring, respectful attitude; sense of humor a plus
- Ability and willingness to align with and exhibit ACTs commitment to equity and inclusion and the theatre’s mission and vision

Equity and Inclusion

ACT strives to be an anti-racist, fully accessible, multicultural theatre that is truly welcoming to all. Employees will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding institutional racism and building cultural competency and exhibit a commitment to diversity, equity and inclusion

ACT Theatre Mission and Vision

- Mission: ACT is a contemporary theatre where artistic ambition and civic engagement unite.
- Vision: ACT envisions a world where the power of theatre expands our collective understanding of community and our own humanity.

Peak Performer Commitments

ACT's values and principles guide our work, relationships and decision-making. We encourage our employees to practice forward thinking and curiosity-driven learning. We emphasize inclusivity of voices, experiences, and cultures, and seek to be a transformative agent for change in individuals, communities, and societies. We are civic minded, and believe in the spirit and strength of shared purpose and collective responsibility.

Essential Physical Skills

This position requires frequent sitting, standing and occasional walking; lifting 30 pounds or more; manual dexterity to operate phones, computers, and other office equipment; strong command of the English language with the ability to be understood.

Environmental Conditions

Work in an open office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Disclaimer:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All ACT employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

Employee Name

Signature (Verifying receipt and understanding of this job description)

Date