



## **JOB TITLE: BOX OFFICE CUSTOMER SERVICE AGENT**

### **JOB SUMMARY**

Sells tickets/subscriptions, via phone, mail and in person. Inputs payments and customer information, quickly and accurately. Acts as customer service liaison to theater patrons and distributes information relating to box office functions.

### **ESSENTIAL JOB DUTIES**

- Inputs mail/fax ticket orders, membership and donation payments.
- Processes inbound phone calls, reservations and payments as well as direct interaction with customers.
- Completes orders and sends out tickets or confirmations to patrons.
- Communicates politely and knowledgeably with the public on all box office policies.
- Maintains a positive work atmosphere by behaving and communicating in a manner that gets along with customers, co-workers and management.

### **QUALIFICATIONS**

High School education or GED; flexibility to work evenings and weekends. Ability to learn and recall box office policies. Detail oriented. Problem solving skills. Ability to remain calm under pressure.

### **SALARY**

This is a part-time position. \$15.06 an hour. No employee benefits; no more than 29 hours per week.

Interested applicants should send resumes to [boxofficemanagers@geffenplayhouse.org](mailto:boxofficemanagers@geffenplayhouse.org). The position is open until filled.