

DEPARTMENT: Patron Services
POSITION: Ticketing Services Representative
REPORTS TO: Box Office Manager
JOB TYPE: Up to 20 hours/week
SALARY RANGE: \$13/hour

JOB OVERVIEW:

The Coterie, a non-profit organization, established in 1979, with the mission of providing professional classic and contemporary theatre which challenges audience and artist is in search of a talented and friendly individual to serve as an ambassador of our theater. Our Ticketing Services Representative will support and uplift the Coterie's mission, vision, and values, and demonstrate a dedication to the principles of Inclusion, Diversity, Equity and Anti-racism (IDEA) work.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES:

Box Office & Patron Services

- Provide excellent customer service in all patron interactions
- Answer incoming calls, assist walk-up patrons, respond to emails, and process snail mail
- Sell, exchange, and redeem single and season tickets for all performances
- Maintain current knowledge of subscription packages, options, and benefits
- Follow proper procedures in the handling of cash, check, and credit card transactions
- Read season productions, and attend at least one dress rehearsal or preview performance for every production to familiarize yourself with production for sales purposes
- Maintain patron records: cleaning up entries, adding and removing names, addresses, phone numbers, and email
- Perform other duties as assigned

Qualifications:

- Commitment to the highest standards of customer service
- Technology savvy and interested in learning new software
- Experience with Word, Excel, and Outlook; knowledge of AudienceView Professional (formerly OvationTix) ticketing software a plus
- Must have excellent verbal and telephone etiquette, communication, and interpersonal skills
- Background in performing arts and/or non-profit organizations a plus
- Evening and weekend availability required.

To apply, please submit a resume and cover letter to jspatz@coterietheatre.org Video cover letters are also accepted.

NO PHONE CALLS PLEASE

The Coterie is an Equal Opportunity Employer