

CUSTOMER SERVICE REPRESENTATIVE

Company: ACT Theatre

Department: Ticket Office/Marketing

Reports to: Ticket Office Manager

Classification: Part Time 15-25 hours weekly

Rate: \$16.69 per hour

Location: Combination of on site on live performance days and remote work from home on non-performance days

Scheduling: Hours per week and shift times will vary depending on our performance schedule and business volume; weeks without performances will have less hours. Shifts can vary from 3 to 8 hours.

Two part time positions are open which both involve working holiday weekends;

o Position One- Shifts between the hours of 11:30am-8:30pm on Tuesdays through Fridays, as well some Saturdays or Sundays.

o Position Two – Shifts on evenings and weekends

Summary:

ACT Theatre is seeking candidates to join our ticket office team as a part-time Customer Service and Ticket Office Representative. This is a great opportunity to be part of the arts scene in Seattle!

A Ticket Office and Customer Service Representative serves as an ambassador for ACT Theatre to patrons, assisting them over the phone, in person, and via email. Typical services to patrons include selling single tickets, subscriptions, processing ticket exchanges, knowledgeably answering questions regarding performances and programming, and concierge services; all the while providing excellent customer service. Computer proficiency and general office skills are required. Previous experience with Tessitura software, ticketing, and customer service are a plus. This position reports to the Ticket Office Manager as well as Ticket Office Assistant Manager and Ticket Office Leads.

Specific Job Functions:

- Process individual ticket orders, subscriptions, and exchanges
- Up-sell and cross-sell when appropriate
- Maintain accurate data entry within patron database
- Reply to patron inquiries via email in a timely and thoughtful manner
- Assist with Will Call and Sales windows (matinee and evening)
- Represent our mission as the first line of contact with patrons
- Participate in staff meetings and other employee special events
- Complete side projects in a specified timeline as assigned

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
- A passion for art and a genuine interest in working with the public

- Possess a positive, caring, respectful attitude; sense of humor a plus

Perks:

- Fun work environment with a great team of colleagues
- Complimentary tickets to performances
- Being connected with the local arts community

To apply: Please send a cover letter and resume to:

Gail Baraff, Ticket Office Manager gail.baraff@acttheatre.org

Please include your first and last name, and "Customer Service Representative" in the subject-line of your email.

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.