

February 2019



## **Next Act Theatre - Ticket Office Representative**

The Ticket Office Representative is the voice and the face of Next Act Theatre for our patrons. A Representative should maintain a professional and pleasant demeanor while providing exemplary customer service in person, by phone, or electronically. The Ticket Office Representative will work collaboratively with staff under the supervision of the Ticket Office Manager. The position is part-time, hourly, primarily on the weekends starting at noon and evenings starting at 5 pm.

### **Specific duties:**

- Act as the main customer service representative for the Ticket Office
- Process telephone, email, mail and walk up ticket orders using Spektrix
- Respond to emails in a timely and professional manner
- Maintain a high degree of professionalism when interacting with customers at all points of sale
- Assist patrons with information about performances, policies and amenities including directions to the theatre

### **Qualifications:**

- Ticket Office and/or sales experience preferred
- Cash handling and reconciliation experience preferred
- Excellent communication, interpersonal and organizational skills
- Ability to make decisions during high-pressure situations
- Attention to detail
- Computer and data entry skills, including Microsoft Office
- Reliable and prompt
- A belief in the value of the arts is essential.

**Salary:** Hourly rate, commensurate with experience

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**Send Resume and Cover Letter by Friday, February 22, 2019 to:**  
Rebecca Moder, Marketing Director, Next Act Theatre, PO Box 394, Milwaukee, WI 53201  
or  
rebecca.moder@nextact.org