



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 maintains a professional and pleasant demeanor while providing exemplary customer service in person, by phone, or electronically. The Ticket Office Representative works collaboratively with staff under the supervision of the Ticket Office Manager. The position is part-time, hourly, primarily on weekends starting at noon and performance 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 transactions using the SABO ticketing system
- Respond to emails in a timely and professional manner
- Maintain a high degree of professionalism in all interactions
- Assist patrons with information about performances, policies and amenities, including directions to the theatre
- Handle sign-ups and date changes for volunteer ushers

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

Start Date: Immediate

To learn more about Next Act, visit
<http://nextact.org/about/>