



## POSITION DESCRIPTION

**Position Title:** Box Office Representative  
**Department:** Box Office  
**Reports To:** Box Office Manager  
**FLSA Status:** Non-exempt, Part-Time  
**Working Hours:** Variety of hours available - days, weekends, and some evenings. Minimum of 25 hours per week

**Job Summary:** This fast-paced job involves providing exceptional customer service, answering phones, processing ticket orders via phone or with direct public contact, and general office support.

**Essential Duties and Responsibilities:** Include the following. Other duties may be assigned.

- Uses the Pro Venue ticketing software program to help patrons with choosing seating locations and purchasing tickets.
- Provides welcoming, accurate and timely service to customers attending performances or requiring ticket information. Maintains a high level of customer service at all times including stressful situations, such as when dealing with a large number of customers and potentially complex customer service situations.
- Is well acquainted with dates, times, and prices of current and future performances and answers questions concerning ticket rates and subscription membership for shows and/or events, and gives information concerning coming attractions, directions and general information.
- Deals with a variety of methods of payment including cash, checks, credit cards and gift certificates. Reconciles individual sales drawers at the end of the business day, and runs reports as necessary.
- Ensures accurate processing of subscription orders and renewals (via phone, fax or mail/email) including single ticket sales, partial payments and flexible packages.
- Professionally enforces customer policies: exchanges, refunds, lost tickets, latecomers, and other relevant patron issues.
- Assists in the cancellation of performances: including notifying the public and arranging appropriate ticket exchanges or refunds for subscribers and single ticket purchasers.
- Keeps management informed of customer service issues.
- Performs general administrative duties in order to facilitate the smooth running of the Box Office.

### **Education and/or Experience:**

- High School Graduate or equivalent with Box Office & customer service experience.
- Customer service experience necessary. Must be able to remain calm in stressful situations when interacting with patrons, donors, and co-workers.
- Skills, attention to detail, and ability to successfully multi-task with multiple priorities. Team player with exceptional collaboration, interpersonal communication, flexibility, positive attitude, and problem solving skills.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Supervisory Responsibilities:**

This position has no supervisory responsibilities.

To perform the job successfully, an individual should demonstrate the following competencies:

### **Performance Competencies:**

1. **Customer Focus & Customer Service Standards of Excellence:** Incumbent's interaction with internal and external customers. Requires putting yourself in the customer's place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situation to be sure the customer is satisfied.
  - a. As a valued employee of The HSO, embrace the organization's Standards of Excellence.
  - b. Consistently provide an unrivaled experience to all internal and external constituents with passion, pride, and commitment.
2. **Representation of The Hall:** Contributes to and promotes a positive image of The HSO throughout all areas of responsibility.
3. **Job Knowledge:** Understands the duties, methods and procedures required by the job.
4. **Teamwork:** Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.
5. **Communication:** Commitment to employing and promoting effective written/verbal communication as well as attention to content and process, and positive communication with staff, vendors, volunteers, patrons and external customers.
6. **Management of Resources:** Ability to use time, money, technology and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
7. **Technical Knowledge:** Individual's ability to demonstrate the specific skills necessary to the position using procedures, tools and equipment necessary to accomplish work.
8. **Dependability & Time Management:** Organizes work well and uses time effectively; attendance & punctuality fall within standards. Takes responsibility for actions and accepts responsibility for mistakes. Follows through on assignments despite setbacks; shifts priorities when necessary.
9. **Initiative:** Level of interest in role development, degree of motivation, and willingness to improve performance and increase job knowledge.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit, stand and may occasionally lift and/or move up to 25 pounds and be able to stand for up to 4 hours.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

*The above statements are intended to describe some specific duties and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*