

# **Ticket Sales Representative**

Part Time

Hourly – Non-exempt

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## **Position Reports to:**

Director of Performing Arts Operations

## **General Statement of Duties:**

Perform customer service duties related to the sale of tickets for the California Center for the Arts, Escondido and provide information about Center events to the general public.

## **Examples of Duties Performed:**

Duties may include, but are not limited to the following:

- Greet the public and provide performance seating and other Center services information.
- Sell and adjust single, group, seasonal and series tickets in person, by phone and by mail.
- Accept cash, check, credit card and other payments and make change.
- Verify, enter and edit accurate information on company database.
- Conduct/receive outbound/inbound calls as directed and perform telephone surveys as assigned.
- Provide efficient, quality customer service to customers.
- Maintain a neat and clean appearance of the Ticket Office and individual work-stations.
- Operate and maintain office equipment, including telephones, computer printers and calculators.
- Project a favorable image of CCAE.
- Perform other duties as assigned by supervisor.

## **Qualifications:**

- Exceptionally strong interpersonal relations, customer service, and problem solving skills required.
- Current knowledge of computers and data processing required.
- Prefer 6 months ticket office experience with knowledge of ticket office operations, concepts, and practices. Experience with ProVenue a plus.
- Business practices associated with handling cash, checks and credit cards.
- Ability to communicate effectively with other employees, the general public and supervisors, using tact, courtesy and good judgment to provide precise information and meet challenges.
- Work quickly and accurately with close attention to detail, especially during periodic heavy workloads.
- Process large amounts of cash and other monies accurately.
- Organize and work independently with a minimum of supervision in accordance with established procedures.

- Maintain accurate and complete records.
- Operate multi-line telephone system, using a clear, well-modulated voice with good diction and excellent manner.

**Compensation:**

\$8/hour

**Benefits:**

As a Part Time employee, this position is eligible to receive complimentary tickets to certain performances as described in the Center's Policies and Procedures Handbook.

**Work Schedule:**

Employees will be required to work a flexible schedule based on performances and other Center events. Shifts may include days, evenings, weekdays, and weekends with the ability to work long hours or overtime as necessary.

**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 will be required continually sit, talk, hear, use hand to finger, handle or feel objects, tools and/or controls, and reach with hands and arms. Employee will occasionally be required to stand, walk, climb stairs, balance, stoop, kneel, crouch, and crawl. The employee must occasionally lift and or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and an ability to adjust focus.

**Work Environment:**

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

While performing this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is moderate.