

# TheatreWorks

## SILICON VALLEY

### **TICKETING SERVICES REPRESENTATIVE**

#### **Summary:**

The Ticketing Services Representative is responsible for responding to all TheatreWorks patron needs and providing the highest level of customer service. They will be responsible for order processing including subscriptions, single tickets sales, and exchanges. They will be knowledgeable about TheatreWorks policies and procedures to ensure efficient and effective daily Box Office operations, and will take on additional duties as assigned.

#### **Ticket Service Representatives duties include:**

- Facilitating ticketing transactions including single ticket sales, subscription sales, and ticket exchanges.
- Reporting to the Redwood Shores office, the Lucie Stern Theatre in Palo Alto, and the Mountain View Center for the Performing Arts as needed.
- Retaining knowledge of all performances, promotions and special events occurring at TheatreWorks.
- Being a team player with TheatreWorks internal company members and all Mountain View Center Box Office staff.
- Other duties as assigned by the Box Office Manager.

#### **Qualifications:**

This position requires at least 1 year of customer service experience, performing arts box office experience preferred. Must have excellent customer service skills both over the phone and in person. Knowledge of computerized ticketing systems, preferably Tessitura, is a plus. Candidates must have ability to work successfully in a busy, fast-paced environment while continuing to provide superior customer service and maintain the highest level of professionalism. Excellent written, oral and interpersonal communication skills are essential. Must have flexible hours and be willing to work evening and weekend will call shifts.

Please send a resume and brief cover letter to Elana Ron at [eron@theatreworks.org](mailto:eron@theatreworks.org)  
350 Twin Dolphin Drive Redwood City, CA 94065-1408

TheatreWorks Silicon Valley strives to be an inclusive work environment and embraces a diversity of people, ideas, talents, and experiences. We highly encourage people of color, individuals with disabilities, and other historically underrepresented groups to apply.