



TICKET SALES AGENT – BOX OFFICE - Part-time position
PM&L Theatre, Antioch, IL

Description:

- Conduct in-person and phone sales and exchanges using Arts People ticketing software.
- Maintain a current working knowledge of all events, services, and procedures by reviewing event information and box office communiqués.
- Describe venue layouts and seating locations.
- Respond to customer inquiries with accurate up-to-date information and follow-through.
- Balance cash and check payments with entered transactions at end of shift and prepare cash and checks for deposit.
- Print, organize, and distribute will-call tickets on designated shifts.
- Provide superior customer service.
- Use strong customer service skills to resolve customer conflicts should they arise.
- Read, write and communicate effectively with co-workers and the general public.
- Deal professionally, courteously and tactfully with the public and co-workers.
- Light administrative duties.
- Other duties as assigned, including calling customers to advise of event changes if and when necessary.

Qualifications:

- Flexibility to work nights and weekends.
- Proven customer service experience.
- Prompt and reliable attendance of scheduled shifts.
- Capability of communicating positively with patrons to establish their needs efficiently and courteously.
- Friendly, courteous phone demeanor.
- Proficient computer, typing, and printer skills. Familiarity with Apple Desktop and Laptop an asset.
- Ability to retrieve and listen to messages on the answering machine and take legible notes of the messages.
- Capability of unlocking/opening and closing/locking box office door and window, as well as outside lobby door.
- Cash management/POS experience required.
- Ability to work in a fast-paced, ever-changing environment.
- Ability to work alone, and/or as part of a team, in close quarters, and often with the rest of the building empty.
- Previous experience with ticketing software an asset. If unfamiliar with the ticketing software, the ability to learn the system within 6 working shifts is a must.