

JOB DESCRIPTION

JOB TITLE: BOX OFFICE CUSTOMER SERVICE REPRESENTATIVE

JOB SUMMARY: Sells tickets, memberships and OSF products, receives donations, via phone and mail using OSF computer software. Inputs payments and customer data, quickly and accurately. Maintains and updates OSF database. Acts as customer service liaison to theatre patrons and distributes information relating to Box Office functions. Courteous at all times to patrons and fellow employees. Demonstrates flexibility and the ability to remain calm under pressure. Works with other departments to reach the goals of the Festival.

ESSENTIAL JOB DUTIES:

- Inputs mail/fax ticket orders, membership and donation payments; and other festival products into the computer system.
- Responds to and tickets all Marketing ticket promotions (Flex Passes, partner coupons) and internal promotions (volunteers).
- Processes inbound phone calls, reservations and payments. Must be able to make quick and accurate deletions, additions or changes when tickets are being refunded and or exchanged into computer system.
- Covers the BO Company Window and process Company Members transactions on a daily basis.
- Processes OSF web orders as assigned into computer system.
- Responds to inbound calls about the function of OSF website and troubleshoots the customer's problems.
- Balances their daily sales.
- Completes orders and sends out tickets or confirmations to patrons.
- Communicates politely and knowledgeably with the public on all Box Office policies and Festival functions, activities, other outside information or events within the Rogue Valley.
- Acts as liaison between patrons and the artistic mission of the Festival.
- Follows Box Office policies of the Oregon Shakespeare Festival.
- Maintains a positive work atmosphere by behaving and communicating in a manner that gets along with patrons, customers, co-workers and management.
- Arrives punctually according to scheduled time of duties.

OTHER JOB DUTIES:

- Files mail, fax orders and other correspondence.
- Is present when necessary for rain duty during the Elizabethan Stage season.
- Maintains data base accuracy as assigned.
- Runs ticket printers, fax machine and calculators.
- Handles telephone outreach projects, ie. groups, general public, etc.
- Assists co-workers with all areas of work.
- Performs other duties as assigned by the Supervisors or Manager.

RELATIONSHIPS: Reports To; Supervisors and Box Office Manager

MINIMUM QUALIFICATIONS: (Necessary to the Successful Performance of the Position): High School education or GED; competent in computer and keyboarding as a business tool; background of service and telephone oriented business; tactfulness and diplomacy; work evenings, splits, weekends on and hourly basis. Ability to learn and comprehend complex policies, once learned to recall or retain. Detail oriented. Problem solving skills.

WORK EXPERIENCE: Background of service and telephone sales business, handling money, computer input.

MACHINES, TOOLS, EQUIPMENT, WORK-AIDS: Computer experience, 10 key calculators, printers, fax machine.

PHYSICAL ABILITY: Clear speaking voice to communicate with others, dexterity for computer input and answering telephone at the same time; stamina, patience and the ability to think quickly. Must be able to lift 25 pounds.

Other Ability: Ability to maintain a positive work atmosphere by behaving and communicating in a manner that is respectful of clients, customers, co-workers and management; ability to work under pressure and maintain a patient attitude; be punctual; high degree of accuracy; ability to work well with other employees in a close environment with stressful condition; handle flexible hourly schedule; and the ability to think quickly with tact and diplomacy.

Non-exempt position (1/08)