

**JOB DESCRIPTION
RUTH ECKERD HALL, INC.**

POSITION: Customer Service Rep I	STATUS: Non-Exempt
DEPARTMENT: Ticket Office	HOURLY SALARY: \$8.00
REPORTS TO: Ticket Office Manager	
SUPERVISES:	PART-TIME POSITION

POSITION CONCEPT:

Provide efficient and effective customer service to patrons in the ticket office.

ESSENTIAL FUNCTIONS:

- Sell event tickets through computerized ticketing system.
- Process counter, mail and phone ticket orders.
- Provide event, ticket and facility information to the general public.
- Balance cash drawer.
- Build client master files.
- Respond to customer questions and concerns.
- Assist in training new staff as assigned.
- Assist with clerical duties as directed.

ADDITIONAL RESPONSIBILITIES:

- Professionally represent Ruth Eckerd Hall at all times.
- Complete all other duties as assigned.

QUALIFICATIONS:

Education:

- High school diploma.

Experiences:

- One to three years in a customer service or public contact role.

Demonstrated Skills or Knowledge:

- Demonstrated willingness and ability to provide outstanding customer service skills.
- Ability to work effectively with patrons and staff to meet needs.
- Ability to transcribe numbers accurately and handle transactions.
- Demonstrated proficiency with computer skills.
- Demonstrated mastery of ticketing processes, preferably with Tessitura.
- Ability to multi-task and to be successful in a high volume fast paced environment.

Physical Demands:

- Ability to lift and carry up to 25 lbs.
- Ability to sit at and operate a computer terminal for extended periods of time.
- Ability to stand at a box office window for extended periods of time.
- Ability to maintain good attendance is a condition of employment and a function of this position.

Other:

- Ability to work flexible hours including evenings, nights and weekends

Prepared by: Debra Vermeer, Director of Human Resources, February, 2010.