



## Positions Available

### Box Office Representative

#### **POSITION SUMMARY**

Assists in the sale of tickets, assisting patrons with show information, and general clerical duties within the Box Office.

**DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned or changed at the discretion of management.

- Sell tickets at the box office window, or via the telephone.
- Under general supervision of the Box Office Manager, assist patrons with ticket replacement, refund or other general patron issues that may arise on occasion.
- Contact patrons via telephone in the event of a change in show time or cancellation.
- General office tasks to include but not limited to: restocking outdoor kiosk; printing ticket orders; verifying order accuracy; and filing.
- Must be able to maintain superb customer service skills while working under intense pressure and within deadlines.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE**

Basic word processing and computer skills are needed.

#### **LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information to patrons and other employees of the organization.

#### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

#### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

#### **ATTENDANCE REQUIREMENTS**

This position requires dependable and punctual attendance when scheduled to work. Applicants with evening and weekend availability will be highly considered.

**To apply please send a cover letter and resume to Mrs. Veltria Roman at [ticket\\_office@lagunaplayhouse.com](mailto:ticket_office@lagunaplayhouse.com)  
For additional information please email**