**Box Office Ticket seller/phone representative**

**(part time, seasonal)**

**Responsibilities**

Primary responsibility is to help patrons with both subscription and individual tickets orders, and offering the highest quality customer service. This position reports to the box office manager.

**Examples of Duties**

(illustration only-not all duties are included)

Tickets sales over the phone, internet, by mail and in person

Responsible for cash management

Working nights and weekends

Supports Marketing and Promotional projects

Facilitate box office duties for off-site events

Make outgoing calls to renewing subscribers.

Offer support for internet ticket sales

Offer support to the Subscriber Representatives

Maintain patron account information.

Handle a wide variety of customer service issues.

File and mail of tickets

**Basic Qualifications**

Experience selling tickets for a non-profit organization preferred

Knowledge of computerized ticketing procedures, experience with Tessitura preferred.

Must be able to work flexible hours, including evenings and weekends.

Ability to communicate in a clear, professional and patient manner, both by phone and in person, with the general public, with patrons and with colleagues.

Ability to solve problems independently, often under time constraints.

Ability to work accurately and with attention to detail in a high volume sales environment

Maintain a clean and safe work environment

Excellent knowledge of spelling and grammar.

Knowledge of opera repertoire preferred.

Sense of humor a plus

Must present a clean and neat appearance when dealing with members of the public.

Must be able to perform the functions of the position in a safe manner.

Must be able to carry 30 lb box on occasion.

This job is for a part time employee working 24-32 hours a week. This position does offer accrued sick leave but cannot offer full health benefits. San Francisco Opera Box Office operates under a contract with IATSE local B-18 and all box office employees are required to join the union.

E-mail required cover letter and résumé with salary requirements directly to employment@sfopera.com or fax to (415) 551-6297. No phone calls please. San Francisco Opera only retains résumés that are sent in response to specific, posted job opening.