

OREGON **BALLET** THEATRE

KEVIN IRVING / ARTISTIC DIRECTOR

Title: Customer Service Representative
Department: Box Office (Marketing)
Position Status: Seasonal, Part-time, Non-Exempt
Effective Date: Upon Hire

General Description: The Customer Service Representative (CSR) is a front-line ambassador for Oregon Ballet Theatre (OBT) and responsible for ensuring that all visitors receive the highest level of customer service upon visiting our studio and offices or while engaged as a representative for OBT. The CSR reports to the Audience Services Manager and is primarily tasked with processing the purchase of subscriptions and/or single tickets. External contacts are primarily with subscribers and ticket customers. Primary internal contacts are with the ticket office staff and occasionally with staff members of other departments. Contacts are made by telephone, via email, and in person. The CSR regularly handles sensitive information regarding ticket sales and customer information.

Essential Duties and Responsibilities:

- Receives and processes all forms of ticket orders for season subscriptions and single tickets, including exchanges
- Resolves customer service issues or refers them to supervisor as appropriate
- Responsible for printing and mailing tickets as necessary and processing complimentary and trade-out ticket requests
- Works in performance venues, when scheduled, handling will-call tickets and customer service issues
- Other duties as assigned

Qualifications for Success:

- Strong verbal communication skills
- Basic knowledge of customer service principles
- Skill in basic operation of Ticketmaster's Archtics system
- Ability to analyze information, apply basic math skills and concepts to solve problems
- Ability to deal with ticketing problems, customer complaints, or other conflicts
- Skill in organizing time and projects to balance competing demands

Education & Work Experience:

- Minimum one year of customer service experience in a sales role
- Proficiency in Microsoft Office Suite of products, including Word, Excel, and PowerPoint

Physical Requirements & Working Conditions

The working environment is in an office or theater. The work hours are daytime with some weekend and evening work required. The position requires some light lifting (10-30 lbs), bending, twisting, and fingering.

Oregon Ballet Theatre is an equal employment opportunity employer. Our policy is to make all employment-related decisions without regard to an employee's race, color, creed, religion, age, national origin, marital status, mental or physical disability, sexual orientation, or any other basis prohibited by local, state or federal law. This policy applies to all personnel activities including employment, promotion, compensation and termination.

Oregon Ballet Theatre does not tolerate sexual harassment of any employee by another employee, supervisor, vendor, or customer for any reason.