

**LA Opera Box Office
Ticket Seller- Job Description**

Duties:

Answer phones, emails and internal communications.

Sell Subscription and Single tickets to all on sale events by phone.

Assist customers with any customer service issues.

Assist customers with internet ticket purchases when necessary.

Help to exchange and donate tickets

Data Entry of ticket Orders using Tessitura ticketing System or when necessary Ticketmaster terminals.

Work at theatres during theatre Box Office hours and showtimes, including working the Will Call Window and Subscription Tables.

Set up laptop computers at subscription tables prior to showtime, connecting them to the proper internet outlets.

Perform other duties as assigned by the Box Office Treasurer and First Assistant Treasurer.

Requirements:

- At least 5 years working in Customer Service environment
- IATSE Local 857 membership required
- Ability to work flexible schedule including nights and weekends
- Excellent verbal and written communication skills
- Must be self-starter who can work independently
- Must be well organized and able to handle multiple tasks simultaneously
- Ability to work in a fast paced environment
- Friendly, outgoing with great customer service skills a must
- Exceptional computer experience with MS Word, EXCEL, various Data Entry and Internet ordering systems, and basic hardware connection and configuration knowledge
- Tessitura and Ticketmaster experience preferred
- Bilingual (English/Spanish) Preferred.

Hourly position with benefits

TO APPLY, PLEASE SEND COVER LETTER & RESUME TO:

LAO Human Resources
smorton@laopera.org

No phone calls, please