

CENTER THEATRE GROUP

Position Description

POSITION TITLE: AUDIENCE SERVICES ASSISTANT SUPERVISOR

REPORTING RELATIONSHIPS

REPORTS DIRECTLY TO: Audience Services Manager and Supervisors

DIRECT REPORTS INCLUDE: Audience Services Representatives, Donor Associates, Group Services Associate

WORK SCHEDULE: (Full time/Part time) Full Time position working a varied schedule including weekend and evening hours.

STATUS: (Exempt/Non-Exempt) Non-Exempt

COMPENSATION: (Hourly/Salary) As outlined in the IATSE Local 857 contract

POSITION SUMMARY: Assists the Audience Services Director and Supervisors in the day-to-day operations of Audience Services for Center Theatre Group, primarily in the area of resolving patron problems and issues.

PRIMARY RESPONSIBILITIES

1. Answer and resolve telephone calls, emails, faxes, and other written correspondence from patrons who have ticketing problems or issues, upholding CTG's customer service mission and generally representing CTG to the public.
2. Facilitate the accommodation of disgruntled patrons by arranging for complimentary certificates and/or house seats and working with other departments in finding solutions to special case ticketing situations.
3. Change/correct email addresses that are bounced back as a result of email blasts because of bad addresses and/or vacation notifications.
4. Provide materials and information as needed to Audience Services representatives. Attend CTG staff and Labor/Management meetings as well as meetings with other Ticketing departments.
5. Assist in the supervising of the business flow throughout the day by keeping aware of where representatives are, assigning tasks when phones are slow, ensuring that representatives are working accurately and efficiently, and coordinating activities with Turnstyles.
6. Keep the Audience Service Manager and Supervisors aware of activities within Audience Services as well as trends in the types of complaint telephone calls, emails, and letters coming in from patrons.

7. Support the subscription renewal process by aiding in the communication between Audience Services and Subscriber Services and by assisting with subscriber related problems.
8. Adhere to the Audience Services tardy, attendance, and personal calls policies.
9. Be familiar with and able to perform all the tasks and responsibilities of the Audience Services Representatives.
10. Other duties as may be assigned.

SECONDARY RESPONSIBILITIES:

1. Serve as back up in Supervisor opening and closing procedures when a Supervisor is absent or in need of assistance.
2. Serve as back up representative by answering phones, processing orders, and entering data as volume of work dictates or when asked to by a Supervisor.
3. Updating event and discount sheets and distributing them to the Audience Services staff.
4. Assist in the trainings of new Audience Services staff.

CTG provides a dynamic working environment in which duties and responsibilities may change. Employees are expected to be flexible and responsive to changes in the scope of their duties.

All employees are expected to be familiar with and adhere to Center Theatre Group's Personnel Policies and Procedures.

QUALIFICATIONS

A. Knowledge and essential skills

1. Must maintain an enthusiastic rapport with staff and patrons about CTG events, projecting a positive image of the organization.
2. Excellent skills in customer relations and communication (both verbal and written).
3. Must be a self-starter able to handle a variety of tasks concurrently, flexible, and willing to take initiative.
4. Utilize organizational skills and analytical ability to maintain an accurate and efficient organization.

5. Handles situations in a pleasant manner, patience, maturity, self-confidence, and a sense of humor.
 6. Demonstrated ability to work well with people of diverse backgrounds.
 7. Familiarity with integrated ticket systems and Microsoft software programs.
 8. Familiarity with telephone systems and other office equipment.
- B. Minimum requirements: Essential functions and abilities
1. Ability to work under pressure in a fast-paced environment.
 2. Ability to be clearly understood in the English language.
 3. Must be able to work in a team environment.
- C. Education, Experience and Licensing
1. Strong customer service background.
 2. Strong background in a phone room environment.
 3. Proven leadership experience.