



Flat Rock Playhouse, the State Theatre of North Carolina, enriches lives through the art of theatre by nurturing talent, inspiring creativity, and encouraging growth.

Founded in 1952 as the Vagabond School of the Drama by the Vagabond Players, this mission builds on the Vagabond legacy of excellence in production, education, life-long learning, and a unique family bond that extends to its community of patrons, supporters, and partners – the Vagabond family spirit.

Flat Rock Playhouse is a 501(c) (3) non-profit charitable organization.

JOB DESCRIPTION- Box Office Customer Service Representative

Job Title: Box Office Customer Service Representative

Pay Type: Part Time Hourly

Wage: \$15/hr

Status: Non-Exempt

Hours: schedule will vary, maximum 29 hours per week

Department: Box Office- Marketing/ Front of House

Supervisor(s): Box Office Manager; Patron Services/Assistant Box Office Manager

Prepared date: Jan 30, 2025

The **Box Office Customer Service Representative** serves as a customer-facing representative of Flat Rock Playhouse (FRP). The Box Office Customer Service Representative is responsible for using their knowledge of company offerings to content with patrons and help generate sales. Under the direction of the Box Office Manager and the Patron Services/Assistant Box Office Manager, the Box Office Customer Service Representative will work to provide FRP patrons with an overall outstanding customer service experience.

Primary Responsibilities include, but are not limited to:

- Provide a high level of customer service to all FRP guests in a friendly, welcoming and efficient environment.
- Process phone and in person orders using Tessitura a web based CRM system.
- Assist with day/night of show walk up sales and will call distribution.
- Assist customers with purchase decisions such as performance availability, pricing and seating recommendations.

- Troubleshoot customer concerns, requests, and/or complaints in a timely, courteous and informed manner. Resolve customer service issues with guidance from supervisors.
- Maintain current and in-depth knowledge of schedule, events and all sellable items.
- Understand and uphold purchasing policies.
- Collect complete and accurate data from customers.
- Maintain quality database entry practices when completing regular database maintenance projects.
- Follow proper cash handling procedures and reconcile daily transactions.
- Complete outbound calls to existing customers regarding upcoming events, subscriptions and donations.
- Contribute to the environment of the box office by maintaining a positive attitude and genuine interest in helping others.
- Perform other duties and special projects as assigned.

Qualifications and Skills:

- High School diploma required.
- Customer service experience, preferably in the ticketing, entertainment, or non-profit arts industries.
- Strong written, verbal and interpersonal skills.
- Skill using computer software programs including point of sale systems, Google, Microsoft Word and Excel.
- Experience with ticketing systems, especially Tessitura, a plus.
- Knowledge of basic cash handling procedures.
- Works well independently and in a group setting, a true team player.
- Passion for and/or experience in the performing arts.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- Ability to remain calm under pressure and assist in unanticipated duties as needed.
- Ability to perform necessary functions in ticketing software.
- Ability to work in a call center environment including extended periods of sitting at a personal computer and use of a headset.
- Ability to work a flexible schedule including days, evenings, weekends and holidays as assigned.

The Box Office Customer Service Representative is expected to:

- Maintain professional attitude and demeanor when engaging in patron services.
- Act in accordance with company policy and represent the organization professionally and appropriately when on duty and off.
- Assist in fostering a professional and positive work environment.
- Act with reliability and dependability