

# J O B   D E S C R I P T I O N



POSITION: TICKET SERVICES REPRESENTATIVE  
DEPARTMENT: Box Office/Marketing  
REPORTS TO: Director of Ticket Services  
PAY RANGE: \$17.00-17.50 hourly  
STATUS: Part-Time

## ABOUT THE POSITION

South Coast Repertory is seeking a part-time Ticket Services Representative to support the Box Office team. These positions engage with patrons in-person and over the phone to facilitate ticket sales for our 8-show season, conservatory programming, and various events. The Ticket Services Representative supports SCR's mission, strategic goals, and Equity, Diversity, Inclusion, and Belonging core values through their commitment to providing excellent customer service to that results in returning patrons, renewed subscriptions, and elevated relationships with donors.

## ABOUT THE ROLE

- Represent SCR in a professional and friendly manner as the first point of contact for patrons.
- Provide high customer service experience for all interested ticket buyers, current subscribers, and donors.
- Process single and season ticket sales by phone and at the Box Office windows using the Tessitura ticketing system.
- Provide general and show specific information for patrons.
- Assist patrons with ticket exchanges, reprints, and voucher redemptions.
- Maintain SCR's patron database in Tessitura.
- Handle will call prior to each performance.
- Assist with group sales requests.
- Make outbound tele-sales calls to potential subscribers as requested.
- Process transactions, including cash handling and credit card sale while maintaining PCI compliance.

## ABOUT THE PERSON

*Qualities and skills that best serve a Ticket Services Representative may be:*

- Previous customer service experience
- Box office or other arts organization work experience a plus
- Familiarity or experience with Tessitura ticketing software highly valued
- Flexibility to work nights, weekends, and some holidays
- Comfortability with cash handling and credit card transactions
- Strong written and verbal communication skills
- Ability to well under stress
- Bilingual a plus!
- Commitment to equity, diversity, inclusion and belonging and enthusiasm to nurture an anti-racist work culture

## SCR CULTURE AFFIRMATIONS

A Ticket Services Representative serves as an essential contributor to South Coast Repertory's culture and success by embracing these affirmations:

- **I am a leader.** My actions drive the success of SCR by expanding our impact, building community support, and delivering results for our team. I lead by example.

- **I am a collaborator.** I bring my best, contributing my unique skills fully as we co-create our work. Our interdependent team navigates the unknown together.
- **I am an advocate for an inclusive workplace.** I celebrate the contribution of diverse perspectives. I work to create an environment of safety, support and accountability so everyone can thrive.
- **I am a lifelong learner.** I commit to continuous growth – for myself and of others – by staying current in my field and supporting a culture of initiative and innovation.
- **I serve as a representative of SCR.** I embody SCR's mission, vision, and values in all aspects of work.

## **WORKING CONDITION**

*Regular tasks of this position may include:*

- Sitting at desk or ticket window for 3-4 hours at a time
- Ability to communicate with patrons over the phone or with ticket window headsets
- Lifting 10-15lbs

## **TO APPLY**

Please submit a resume and three references to [jobs@scr.org](mailto:jobs@scr.org).

## **ABOUT THE COMPANY**

Tony Award-winning South Coast Repertory, founded in 1964, is led by Artistic Director David Ivers and Managing Director Suzanne Appel. While its productions represent a balance of classic and modern plays and musicals, SCR is renowned for its extensive new-play development program—The Lab@SCR—which includes one of the nation's largest commissioning programs for emerging, mid-career and established writers. Of SCR's more than 500 productions, one-quarter have been world premieres. SCR-developed works have garnered two Pulitzer Prizes and eight Pulitzer nominations, several Obie Awards and scores of major new-play awards. Located in Costa Mesa, Calif., SCR is home to the 507-seat Segerstrom Stage, the 336-seat Julianne Argyros Stage and the 94-seat Nicholas Studio.

*SCR is a proud equal opportunity employer, embraces diversity and is committed to creating an inclusive environment for all employees.*