



Florida Grand Opera

## **Ticket Office Customer Service Representative**

Company: Florida Grand Opera  
Job Title: Ticket Office Customer Service Representative  
Reports to: Directly reports to the Director of Audience Services and indirectly to the Chief Marketing Officer  
Classification: Part-time, non-exempt

### Summary:

This position provides customer service for Florida Grand Opera ticket-buyers, donors, and other constituencies as needed. Day-to-day activities include selling opera tickets, servicing patrons by providing information about the opera and its performances, entering data and payment information into our ticketing system, and offering problem resolution to ticket-buying customers. Additionally, outbound calling is required during slow periods each day.

Responsibilities include, but are not limited to:

### DUTIES AND RESPONSIBILITIES

- **Provide Exceptional Customer Service:** Interacts directly with subscribers, single ticket buyers, and other opera patrons on a day-to-day basis to answer sales questions, opera inquiries, and questions related to all facets of Florida Grand Opera.
- **Handle Sales and Other Ticket-Related Matters:** Takes requests by phone for subscriptions, single tickets, exchanges, donations, and other ticketed events including personal contact information and payment information.
- **Computer Proficient:** Training will be provided so staff will be proficient in our ticketing system (Tessitura) so contact information, performance tickets, and payment information can be entered into the database.
- **Excellent Phone Manner Including Ability to Make Sales Calls:** Make outbound calls to previous customers to remind them of upcoming performances and other important information with the intention of cultivating their interest and helping them purchase tickets.



Florida Grand Opera

- Detail Oriented: Ability to work in a sometimes fast-paced environment and ensure accuracy, detail, precision, and mistake-free work.
- Flexible Working in the office and/or Theater: Works at various theaters on the days of events handling customer service and sales.
- Confidentiality is vital as you will have access to patron personal information
- Honesty and integrity are essential as you will have access to credit card information and handle cash
- Provides Administrative Support: Performs associated administrative or clerical tasks, which may include special projects, correspondence, and/or program related activities.
- Assists as Necessary: Performs other miscellaneous job-related duties as needed.

## COMPETENCIES

- No or limited physical effort is required.
- No or limited physical risk is required.
- Transportation is required to provide staff support at opera performances in various venues.

## MINIMUM REQUIREMENTS

- Excellent communication skills are required, both oral and written.
- Bi-lingual (Spanish and English) is mandatory.
- Ability to learn to operate a computerized ticketing system is necessary.
- Accuracy and an orientation to detail is essential.
- Knowledge of cash management principles and credit card processing is a plus.



Florida Grand Opera

- Skill in use of personal computers and software applications is important.
- Strong interpersonal skills, flexibility, and customer service orientation is a requisite.
- Problem-solving skills are an important advantage.
- Flexible work schedule, including rare evenings and weekends, is a bonus.
- Knowledge of music is an added bonus.

**How to apply:**

Please send resume, cover letter, and three professional references to [gberman@fgo.org](mailto:gberman@fgo.org)

**Application deadline:**

Application review begins immediately; applications will be accepted until position is filled.

Florida Grand Opera cultivates a work environment that encourages fairness and respect among all employees. We are committed to maintaining a work atmosphere in which people of diverse backgrounds may grow personally and professionally. We are an equal opportunity employer. We will not discriminate against an employee or applicant because of race, religion, gender, national origin, ethnicity, age, physical disabilities, sexual orientation, gender identity or expression, marital status, or veteran status in hiring. Opportunity is provided to all employees based on qualifications and job requirements.