



Ticket Office Sales Associate
(Part-time, Nonexempt)

RESPONSIBILITIES: This position is accountable for assisting patrons with all ticketing needs. Associate must be able to produce positive results in an atmosphere that represents exemplary customer service.

- Interacting with current and potential customers either by phone, email, fax, mail, or in person. Our goal is to treat our customers as we would like to be treated ourselves, if the roles were reversed.
- Answering incoming telephone calls. Calls mostly come from current and potential customers and should be handled in a knowledgeable, helpful and professional manner.
- Making outbound calls to current and potential customers typically related to purchasing tickets.
- Stuffing and mailing of invoices, renewals, tickets, etc. as needed.
- Packaging and delivery of subscription and single performance tickets.
- Assistance with varying special projects may be requested by supervisor.
- Associate will be required to work performances at the Arsht Center and/or the Broward Center.
- Other duties as assigned.

QUALIFICATIONS: High school diploma or equivalent. Strong organizational, telephone, and interpersonal communication skills. Professional demeanor, flexibility, detail oriented, and able to respond to multiple demands. Bilingual (English/Spanish) a plus.

DEPARTMENT: Audience Services

REPORTS TO: Ticket Office Manager and Director of Audience Services

COMPENSATION: \$11 an hour