

Box Office Associate Part-Time

Job Description:

Box Office Associate is responsible for providing exceptional customer service and proactive solutions to ticketing. Position would consist of taking incoming calls and making outbound calls. This professional will help to service the needs of visitors and patrons in order to ensure optimal customer experience and maximize sales opportunities.

Responsibilities:

- Responds to customer inquiries and ticket related requests
- Make outbound calls (50-100 calls per day)
- Ability to listen and understand the customer's needs, and respond quickly, accurately, and politely
- Demonstrate empathy for the client and a sense of urgency to assist in resolving their concerns

Requirements:

- ✓ Minimum of 1-2 years of experience in customer service
- ✓ Knowledgeable and skilled in inbound and/or outbound call center
- ✓ Good understanding of computer
- ✓ Highly enthusiastic, positive-minded, customer focused, service and detail oriented
- ✓ Excellent communication skills including clear speaking voice and good use of grammar
- ✓ Bilingual English/Spanish
- ✓ Strong personal interest in the performing arts

To apply: Please send your resume to jobs@fgo.org and use subject line: **Box Office Associate**