



## **Will-Call Services Representative**

TheaterWorks is a non-profit company which provides the most comprehensive programming of any performing arts organization in the West Valley. As the Managing Tenant of the Peoria Center for the Performing Arts, TheaterWorks produces full seasons of theater, youth theater, educational camps, workshops, and internships.

TheaterWorks is seeking a Patron Services Representative to assist in ticketing and customer requests to facilitate a fun and memorable theater experience for our patrons. Must be comfortable in a fast-paced, creative environment with a focus on top-notch guest relations. Will-Call Services Representatives will be scheduled approximately 10-15 hours per week depending on need and must be available to work nights and weekends regularly.

### **Duties and Responsibilities:**

- Ticket sales to Patrons for performances held at the Peoria Center for the Performing Arts.
- Opens and closes the Box Office per the established guidelines.
- Serves as a resource to patrons who inquire about ticket pricing, show times, dates and any facility information.
- Works with the House Manager and Stage Manager to ensure a smooth operation during performances.
- Prepares appropriate reports and reconciliation of revenue as required.

### **Minimum Qualifications:**

- Minimum of 18 years old & 1 year in a Customer Service related field.
- Computer experience with MS Office, Outlook and CRM software.
- Experience in ticket processing in a Box Office setting is a plus.
- Detail oriented and basic knowledge of cash management.
- Personality & exceptional customer service skills with inbound & outbound sales.
- Ability to work in a fast paced environment.

To apply:

Please send an email of interest and copy of your resume to our Director of Patron Development, Paul Pedersen at [paulp@theaterworks.org](mailto:paulp@theaterworks.org)