

# BALTIMORE CENTER STAGE

## Overview

Baltimore Center Stage invites applications for the position of Ticket Services Associate to assist the Box Office Team in delivering best practices in customer service and sales and providing patrons with a positive experience while adhering to organizational policies and procedures. This is a part-time position, between 20-25 hours per week, with a focus on providing courteous and efficient service to all patrons when selling single tickets and memberships. The position is a direct report to the Box Office Management Team.

## Compensation

Salary is \$17 per hour

## Key Responsibilities:

The responsibilities, competencies and expectations outlined below are representative, not exhaustive. Responsibilities may shift as needed to best align with organizational needs.

- Ensure prompt response to inquiries to multiple email inboxes managed by the box office team Answer patrons' questions concerning theater programs, schedules, directions, etc.
- Print tickets; verify accuracy and non-duplication of seats, dates, and venue; accurately package and mail tickets
- Process and handle payments and transactions for all programs at BCS, including Learning programs and camps, donations, rentals, events, mainstage, and any other transactional need that arises
- Answer telephones and process mail as needed

## Key Expectations for Job Performance

- Provide outstanding customer service in day-to-day ticket and subscription sales, by phone and in person; order processing; serving as an information resource for our patrons and staff
- Work weekends and evenings during performance runs
- Consistently create and deliver a great experience for audiences and guests at Baltimore Center Stage
- Prior experience with Tessitura database or CRM (Customer Relationship Management) software is appreciated, but not required (training will be provided)

### Required Competencies

- Problem Solving: Ability to define problems, establish facts, and draw valid conclusions particularly in stressful situations
- Communication: The ability to communicate transparently and effectively across mediums with an emphasis on interpersonal communication
- Relationship Management: Excellent social skills and customer service skills with an emphasis on building and maintaining meaningful and reciprocal internal and external and conflict resolution relationships
- Teamwork: The ability to work as an enthusiastic member of the box office team
- Cultural Competency: An understanding and openness to continue learning of Anti-Racism and Anti-Oppression principles and practices, and the ability to interact effectively with people of different cultures and socio-economic backgrounds

### Application Instructions

Please email a resume and a cover letter noting your competencies for the position to [boparttime@centerstage.org](mailto:boparttime@centerstage.org)

### Submission:

To maintain an equitable process, please do not submit unsolicited candidate recommendations or directly contact Baltimore Center Stage regarding this position.

### Hiring Process

Every applicant will be reviewed by the Box Office team and selected applications receive interviews. Application review and interviews will be conducted on a rolling basis.