Part-Time Box Office Labor Job Description

(Position starting 08/01/22; $15 hourly, 10-20 hours a week)

Job Description:
The Resident Ensemble Players (REP) at the University of Delaware is seeking a personable and dependable individual to join the Box Office team.

This position will assist in all aspects of ticket sales and box office operations for the REP’s theatre productions.

Individual must have top notch customer service skills when dealing with phone calls, emails, and personal interactions with our patrons.

This position would start August 1st. Schedules can be adjusted once school starts, if the individual is a student.

Major Responsibilities:

- Customer Service: assisting with the management of the box office email account as well as inbound phone calls and voice messages.
- Assist in ticket operations for all REP performances. This includes processing subscription and single ticket sales, as well as exchanges and returns. Transactions include in-person, phone, mail, and online orders.
- Maintain an accurate cash drawer, ensuring that all transactions are accounted for by end of shift.
- Creating and maintaining patron accounts in ticketing system.
- Assisting in preparation of mass mailings for REP subscription drives.

Qualifications:

- Strong interpersonal and effective verbal and written communication skills.
- Ability to work autonomously and demonstrate excellent judgment in decision-making.
- Customer Service experience: 1 year (preferred)
- Sales/Cash Handling experience: 1 year (preferred)
- Flexible scheduling

To Apply:
Interested individuals should send their resume to the REP’s Box Office Manager, Megan Julian, at mjulian@udel.edu.