

### ***Box Office Lead Associate for the REP***

The Resident Ensemble Players (REP) at the University of Delaware is seeking a personable, dependable, and independent individual to join the Box Office team. This lead position will assist in all aspects of ticket sales and box office operations for the REP's theatre productions, as well as assisting the Box Office Manager with tasks as needed. Individuals must have top notch customer service skills when dealing with phone calls, emails, and personal interactions with our patrons.

We are looking for someone with weekly availability, Tuesdays through Fridays from 12pm to 5pm, and occasional weekends and nights for our productions.

#### **Major Responsibilities:**

- Customer Service: assist 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.
- Open and close operations of the Box Office as needed.
- Assist with sales, ticket, and patron tracking and reporting.
- Assist and train other Box Office Associates, when needed.
- Maintain an accurate cash drawer, ensuring that all transactions are accounted for by end of shift.
- Create and maintain patron accounts in ticketing system.
- Assist in preparation of mass mailings for REP subscription drives.

#### **Qualifications:**

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

Pay is up to \$25/hour, commensurate with experience.

Please email Megan Zebley, the Box Office Manager, at [mjulian@udel.edu](mailto:mjulian@udel.edu) with your resume if you are interested.

*Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment. The University of Delaware does not discriminate against any person on the basis of race, color, national origin, sex, gender identity or expression, sexual orientation, genetic information, marital status, disability, religion, age, veteran status or any other characteristic protected by applicable law in its employment, educational programs and activities, admissions policies, and scholarship and loan programs as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies. The University of Delaware also prohibits unlawful harassment including sexual harassment and sexual violence*