



Job Description

Job Title: Box Office Customer Service Representative

Department: TOBi Box Office

Reports To: Box Office Manager

FLSA Status: Part-Time

Company description

TOBi Ticketing provides quality customer service for The Tobin Center for performing Arts.

The Tobin Center has transformed performing arts in San Antonio by delivering a world-class venue with world-class performances for everyone. The Tobin strives to excite all ages, cultures, lifestyle and income levels with performances by many different artists and performers.

Tobin Entertainment LLC., the off-site tour and promotion division of The Tobin Center for the Performing Arts, was created to generate additional financial support to drive meaningful change in San Antonio through Resident Companies, Generation Next, and diverse community outreach.

Venues:

Tobin Center for the Performing Arts – 100 Auditorium Circle, San Antonio, TX 78205

- *H-E-B Performance Hall* - A 1738-seat performance space with acoustics, adjustable for both acoustic and amplified music presentations. The main floor is convertible from traditional theatrical seating to a flat-floor capable of seating 600 or more for banquet or cabaret style seating.
- *Carlos Alvarez Studio Theater* - A 250-seat studio theater with numerous flexible-seating arrangements.
- *Will Naylor Smith Plaza* - An exterior venue along San Antonio's famous River Walk, for simulcasts, film festivals, concerts, and receptions.

TOBi Ticketing – Offsite Contracts

- TOBi ticketing will on occasion provide ticketing for offsite venues. (i.e. Sunken Garden, Real Life Amphitheater, etc.)

Position Summary

The Box Office Customer Service Representative position provides customer service, cash handling, and ticketing services in our state-of-the-art, centralized box office, serving several major San Antonio arts organizations. Among the organizations served are Ballet San Antonio, OPERA San Antonio, Classical Music Institute, Youth Orchestra of San Antonio, and Children’s Chorus of San Antonio.

The Customer Service Representative is one of a team on the front line interacting daily with our patrons and providing for their needs. As part of this team, the Customer Service Representative will represent the quality and grandeur of the Tobin Center for the Performing Arts. This is a part time position requiring day, evening and weekend shifts.

Essential Duties and Responsibilities

- Assist customers with purchase decisions.
- Resolve customer conflicts with guidance from supervisor.
- Maintain knowledge of items currently available to customers.
- Understand and relate purchasing policies to customers.
- Collect complete and accurate data from customers.
- Process phone and in person orders using TOBi system based in AudienceView CRM.
- Provide feedback in regards to customer entertainment preference and purchasing habits.
- Follow proper cash handling procedures and reconcile daily transactions.
- Maintain a positive attitude and a genuine interest in helping others.
- Work regular weekly shifts, including days, weekends and evening as assigned.
- Assist with incoming and outgoing customer calls.
- Ascertain and resolve customer concerns, requests, and/or complaints in a timely, courteous and informed manner.
- Contribute to the environment of the box office in a manner that is conducive to customer service, sales promotion, safety, and quality of work life.
- Maintain quality database entry practices when completing regular database maintenance projects.
- Assist with night of show walk up sales and will call distribution.
- Troubleshoot night of show customer issues in a professional manner.
- Perform other duties as required.

Qualifications

- Attention to detail.
- Customer service experience, preferably in the ticketing, entertainment, nonprofit arts or hospitality industries.
- Strong written and verbal skills.
- Skill using computer software programs including point of sale systems and Microsoft Word, Excel and Outlook. Experience with ticketing systems, especially AudienceView, a plus.
- Highly motivated self-starter, a hard worker with a high energy level; a “doer” with a willingness to work hands-on in assisting customers and staff.
- A visionary and strategic thinker and problem solver.
- Knowledge of basic cash handling procedures, and fiscal responsibility, including PCI compliance.
- Ability to initiate and build relationships with customers and interact via telephone and in person with customers.
- Possess high standards of integrity, credibility, and reliability.
- Works well independently and in a group setting, a true team player.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- Ability to work a flexible schedule including days, evenings and weekends.
- Passion for and/or experience in the performing arts.

Performance Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Leadership – Consistently accomplishes the expected objectives and takes on extra tasks or projects as necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same. Takes initiative with and is proactive in approach to accomplishing tasks. Ability to make decisions and take actions consistent with organizational goals.
- Initiative – Level of interest in role development, degree of motivation, and willingness to improve performance and increase job knowledge.
- Judgment – Uses discretion in making decisions within the scope of their job. Refers decisions beyond this scope to supervisor. Discretion in handling confidential material.
- Communication Skills – Includes the ability to express ideas effectively whether face-to-face or in writing in both individual and group situations. Communications are conveyed in a clear and concise manner to the audience. Adjusting tone and terminology to the needs of the audience. Openly exchanges information in a timely manner. Knows who to keep informed. Uses confidential information with discretion.
- Planning and Organization – Ability to schedule workload, set priorities and manage time in order to complete assignments and fulfill responsibilities.

- Management of Resources – Ability to use time, money, technology and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
- Customer Focus – Interaction with internal and external customers. Requires putting yourself in the customer’s place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situation to be sure the customer is satisfied.
- Teamwork – Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.
- Technical Knowledge – Individual’s ability to demonstrate the specific skills necessary to the position using procedures, tools and equipment necessary to accomplish work.
- Work Habits – Demonstrates commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs and duties. Being able to anticipate change and bring about changes when they are needed with proper professionalism.
- Creativity – Uses unique approaches and inventiveness. Seeks new alternatives and ideas. Takes appropriate action, and is efficient, resourceful, and creative in attaining position objectives. Ability to be self-directed.
- Business & Organization Knowledge – Having knowledge of The Tobin’s business involves understanding our industry and how the incumbent’s position and knowledge plays an important role in the success of the organization. It also includes the ability to acquire new knowledge of our industry and using this information to get things done.

Links: www.tobincenter.org

Communication:

Mail resumes to The Tobin Center offices at:
115 Auditorium Circle San Antonio, TX 78205
Attn: LuAnn Stidham

Or email to:

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