

# SEATTLE OPERA.

## AUDIENCE SERVICES REPRESENTATIVE

Seattle Opera is accepting applications for the position of Audience Services Representative. This part-time (up to 40 hours a week during performance weeks), seasonal, hourly position reports to the Audience Services Manager. This is a seasonal position expected to run through May 31, 2019.

### PRIMARY RESPONSIBILITIES

This position is responsible for providing excellent service to a diverse audience through ticketing transactions and general information dissemination by phone, online, and in person. Work includes occasional (required) nights and weekends at Seattle Opera performances.

### PRIMARY DUTIES

- This position acts as the first point of contact for many of Seattle Opera's patrons and is expected to provide excellent service at all times.
- Provide personalized information and assistance to customers by phone, mail, chat, email, and in person. This includes single and subscription ticket sales, exchanges, refunds, and customer service issue resolution.
- Communicate internally across departments to ensure a consistent and quality experience among our patronage.
- Fulfill operational duties as assigned, including but not limited to: packaging tickets, scanning documents, and general data entry.
- During performance weeks, work nights and weekends as a Concierge, Hall Ambassador or Box Office Representative.
- Other duties as assigned.

### DESIRED ATTRIBUTES

- Must have strong interpersonal/customer service skills.
- Good computer skills are required, especially Windows applications.
- Must be able to work diplomatically with a variety of individuals, both internally in the office and externally with the public.
- Knowledge of ticketing systems (particularly Tessitura) is preferred.
- Must be a self-motivator and effective problem solver who is able to maintain poise and professionalism under pressure.
- Must be able to communicate via email with patrons using proper grammar, punctuation, and spelling.
- Must be able to lift up to 10 pounds.

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## **SPECIAL REQUIREMENTS**

Hours will be part-time, approximately 20 hours per week, with additional hours during performance runs not to exceed 40 hours per week. Must have flexible schedule with the ability to work performance nights/weekends as well as daytime hours. During performance weeks this position will be expected to work nights and weekends.

## **COMPENSATION**

\$15.45 per hour.

## **CONTACT**

Qualified candidates are invited to submit a cover letter and resume to [jobs@seattleopera.org](mailto:jobs@seattleopera.org) with "Audience Services Representative" in the subject line. No phone calls please. Seattle Opera is an Equal Opportunity Employer.