



JOB DESCRIPTION | Ticket Agent

REPORTS TO: Director of Ticketing Services

FLSA: Part-time, Non-Exempt, Seasonal

PAY: \$20.00 Hourly

SCHEDULE: Evening, weekend and day shift

LOCATION: On-Site 100% Palm Desert, CA

JOB SUMMARY

The McCallum Theatre is seeking an enthusiastic, dependable, and trustworthy individual to join our team. This role is vital to providing exceptional box office service by assisting patrons with theatre ticket purchases. The position requires availability during nights and weekends and focuses on delivering outstanding customer service.

ESSENTIAL RESPONSIBILITIES

- Provide impeccable customer service.
- Check availability for appropriate seating.
- Become familiar with various event layouts, pricing, and event descriptions.
- Answer incoming calls.
- Assist with mailing out ticket orders.
- Opens and closes ticket window as required.
- Complete daily ticket sales report and balance cash drawer at end of shift.
- Accurately and promptly relay any complaints or potential issues to box office management.
- Respond professionally, promptly, and efficiently to customers' requests.
- Assist department as needed.

MINIMUM REQUIREMENTS

- Available for approximately 4 shifts (3-8 hours) a week from October through June.
- Available evenings and weekends.
- Must be very comfortable & familiar with working on computer programs.
- Excellent interpersonal skills and focus on serving customers.
- Experience with cash handling.
- Ability to remain calm when dealing with unruly and argumentative patrons.
- Ability to learn cash register software used by box office.
- Maintains a positive attitude, operates with a team spirit, and exemplifies professionalism.

WORK ENVIRONMENT

This position functions within a professional, non-profit performing arts theatre environment. Responsibilities include working both inside the theatre and on the exterior grounds of the facility.

WORK AUTHORIZATION/SECURITY CLEARANCE

Proof of eligibility to work in the United States

Criminal, Civil background check will be performed

An equal opportunity employer/Drug Free Workplace

PHYSICAL REQUIREMENTS

Work Environment

- This job is operated in a professional, non-profit performing arts theatre. This role is primarily on-site, with some local travel to schools or event venues.
- The role may require the ability to lift to 20 pounds.

AAP/EEO Statement

McCallum Theatre provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

ABOUT THE MCCALLUM THEATRE

McCallum Theatre is a renowned non-profit performing arts theater dedicated to enriching the cultural life of our community through a diverse program of world-class entertainment, education, and community engagement. Our mission is to provide a world-class platform for artists while enhancing the cultural experience for our patrons and supporting our local community. To learn more visit www.mccallumtheatre.org.

