



JOB DESCRIPTION | TICKET AGENT

DEPARTMENT: Box Office

REPORTS TO: Manager -Ticketing Services

FLSA STATUS: Non-Exempt, Part-Time seasonal (Hourly) – Evenings, Weekends and Holidays required

RATE: \$18-\$22 per hour

LOCATION: Palm Desert, CA (On-site)

JOB SUMMARY

The Ticket Agent plays an important role in delivering exceptional Box Office service to the McCallum Theatre. This position assists patrons with ticket purchases, provides accurate event and seating information, and supports overall Box Office operations. This role requires availability during evenings, weekends, and holidays and a strong commitment to providing outstanding customer service to all patrons.

ESSENTIAL RESPONSIBILITIES

- Provide exceptional customer service to patrons in person and over the phone.
- Check ticket availability and assist patrons in selecting appropriate seating.
- Become familiar with event layouts, pricing structures, and performance details.
- Answer incoming phone calls and respond to patron inquiries.
- Assist with mailing ticket orders.
- Open and close the ticket window as required.
- Complete daily ticket sales report and balance the cash drawer at end of each shift.
- Accurately and promptly relay complaints or potential issues to Box Office management.
- Respond professionally, promptly, and efficiently to customer requests.
- Assist with data entry and data hygiene tasks.
- Provide clerical and customer service support for various McCallum Theatre departments as needed.
- Provide general support to the Box Office team as needed.

MINIMUM REQUIREMENTS

- Available for approximately four shifts (3-8 hours per shift) from September through June, including evenings, weekends and holidays.
- Comfortable working with computers and ticketing systems.
- Strong interpersonal and customer service skills.
- Experience handling cash transactions accurately.
- Ability to effectively manage and de-escalate conflicts with patrons while upholding organizational policies and service standards.
- Positive attitude, strong team orientation, and professional demeanor.
- Ability to quickly learn and effectively use box office ticketing software (Tessitura).

WORK ENVIRONMENT

This position operates within a professional, non-profit performing arts theatre and its surrounding exterior grounds. The work environment includes indoor spaces such as the theatre, lobby, and backstage areas, as well as occasional outdoor spaces on facility grounds.

PHYSICAL REQUIREMENTS

The physical demands described below are representative of those required to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

N=Never Not present

O=Occasionally: Occurs 1/3 of time

F=Frequently: Occurs 1/3-2/3 of time

C=Constantly: Occurs 2/3 or more

Physical Demands	N	O	F	C	Comments
Sitting					
Walking					
Climbing/Balancing					
Stooping/Twisting					
Kneeling					
Squatting					
Crawling					
Push/Pull					
Reaching					
Gripping					
Keyboarding					
Pinching					
Neck rotation/extension					
Foot use					
Visual acuity					
Lift/Carry Weight Range	N	O	F	C	Comments

Up to 10 lbs					
11–25 lbs					
26–50 lbs					
51–75 lbs					
75–100 lbs					
Over 100 lbs					
Environmental Conditions	Yes	NO	Comments		
Uneven ground					
Exposure to dust/fumes					
Excessive noise					
Exposure to Biohazards					
Extreme temperatures					
Exposure to hazards					
Working at heights					
Working with machinery					
Interactive Exhibits					
Exposure to noise (>90 dbe in 8 hrs per day)					

Physical Demands Definitions

Physical Demands Specific physical activities required to perform a job as defined in the position description.

Essential Functions Fundamental job duties of the position as defined by the Americans with Disabilities Act (ADA).

Specific Physical Demands

Sitting	Remaining in a seated position.
Standing	Remaining on one's feet in an upright position at workstation without moving about. Not type of surface
Walking	Moving about on one's feet. Note type of surface/irregularities
Climbing	Ascending or descending ladders, stairs, scaffolding, ramps, etc., using feet and legs, or hands and arms. Note in terms of steepness, height, surface type.
Balancing	Maintaining body equilibrium to prevent falling.
Stooping	Bending downward and forward by bending spine at the waist, requiring full use of lower extremities and back muscles.
Twisting	Includes lateral rotation of the trunk and spine.

Kneeling	Bending legs at knees to come to rest on knee or knees.
Squatting	Bending body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles.
Crawling	Moving about on hands and knees or hands and feet. Note surface type, distance,
Push/Pull	Exerting force upon an object so that the object moves away or toward the force.
Reaching	Extending hand(s) and arm(s) in any direction, such as overhead, below waist, forward or lateral.
Gripping	Seizing, holding, grasping, turning, or otherwise working with hands. Fingers involved only to extent that they are an extension of hand, Includes dimple or forceful grasping.
Pinching	Picking, pinching or otherwise working primarily with fingers rather than the whole hand.
Keyboard	Repetitive finger motion to press keys.
Neck Rot	Forward flexion, extension or lateral rotation of the head and neck.
Foot Use	Repetitive or prolonged movement of the foot and ankle.
Visual Acuity	Near-Visual acuity with clarity at 20 inches or less Far-Visual acuity with clarity at 20 feet or more
Lifting	Raising or lowering an object from one level to another-includes upward pulling.
Carrying	Transporting an object, usually held in the hands/arms or on shoulders.
Noise	Exposure to noise levels greater than 90 dB per eight (8) hour workday as per OSHA requirements.

WORK AUTHORIZATION/SECURITY CLEARANCE

- Proof of eligibility to work in the United States.
- Criminal and Civil background checks will be performed.
- McCallum Theatre is an Equal Opportunity Employer and Drug-Free Workplace.

AAP/EEO Statement

McCallum Theatre provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any kind without regard to race, color, religion, age, sex, national origin, disability status, genetic information, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local law.

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

Located in Palm Desert, California, the McCallum Theatre is a renowned nonprofit performing arts theater dedicated to enriching the cultural life of the community through

a diverse program of world-class entertainment, arts education, and community engagement.

Our mission is to provide a world-class platform for artists while enhancing cultural experiences for our patrons and supporting our local community.

To learn more, visit www.McCallumTheatre.org.

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ABOUT PALM DESERT, CALIFORNIA.

The City of Palm Desert was incorporated in 1973 and is home to more than 50,000 year-round residents. It is centrally located in the heart of the Coachella Valley in southeastern Riverside County. Known as the educational, cultural, and retail center of the desert communities, Palm Desert is approximately 125 miles east of Los Angeles and 15 miles east of Palm Springs.

Key industries include hospitality, tourism, service, and retail.

A major center of growth in the Palm Springs area, Palm Desert is a popular seasonal retreat for "snowbirds" from colder climates across the United States and Canada, increasing its population by an estimated 31,000 residents each winter.

In Recent years, the city has also experienced growth in full-time residents relocating from coastal and urban areas in California, attracted by its high quality of life and comparatively affordable home values.

TO APPLY

Please submit a resume and brief cover letter to Human Resources at hr@mccallum-theatre.org with the subject line: Ticket Agent [Your Name].