



JOB DESCRIPTION | LEAD TICKET AGENT

DEPARTMENT: Box Office

REPORTS TO: Manager -Ticketing Services

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

PAY: \$22 - \$25, Hourly

LOCATION: Palm Desert, CA (On-site)

JOB SUMMARY

The Lead Ticket Agent serves as an experienced front-line representative of McCallum Theatre's Ticketing Services team, providing exceptional service to patrons while supporting daily Box Office operations. This role acts as a working lead during assigned shifts and performances, providing guidance to Ticket Agents, assisting with elevated patron inquiries, and supporting administrative and clerical functions within the department. The Lead Ticket Agent maintains a strong understanding of ticketing policies, events, pricing structures, and Box Office procedures and serves as a resource for team members when management is unavailable.

ESSENTIAL RESPONSIBILITIES

Ticketing Services

- Provide exceptional customer service to patrons in person, by phone, and through digital communication channels.
- Sell, exchange, and process ticket orders in accordance with established Box Office policies and procedures.
- Assist patrons with seat selection, event information, pricing, accessibility needs, and general inquiries.
- Professionally resolve routine patron concerns and escalate complex issues to management when appropriate.
- Maintain a thorough understanding of performance schedules, seating configurations, ticket offers, and organizational policies.
- Answer incoming phone calls and respond promptly to patron requests.

Supervision and Administration

- Serve as the "Manager on Duty" during assigned shifts and performances.
- Provide day-to-day guidance and support to Ticket Agents regarding procedures, transactions, and patron service standards.
- Assist with performance coverage and operational continuity during evenings, weekends, and special events.
- Communicate operational concerns, patron feedback, and potential issues to management in a timely manner.
- Support the onboarding and peer training of new Ticket Agents as directed by management.

- Assist with ticket fulfillment, order assembly, mailings, and distribution of promotional materials.
- Support patron account maintenance by updating contact information and correcting records.
- Prepare daily sales reports, reconcile transactions, and balance cash drawers according to established procedures.
- Help maintain organization within the Box Office, including signage, forms, supplies, and workspaces.
- Support management with data entry, project work, and routine operational tasks as assigned.
- Adhere to all cash handling, payment processing, and security procedures.
- Escalate any employee relations, personnel matters, or potential disciplinary needs to management to be appropriately addressed.
- Promote and support McCallum Theatre's mission, vision, and values.
- Perform other duties as assigned to support Ticketing Services and theatre operations.

MINIMUM REQUIREMENTS

- At least 1 year experience in a fast paced and high volume box office, hospitality, or live entertainment environment.
- Technologically savvy, a quick learner with an interest in learning new software.
- Experience with Word, Excel, and Outlook; knowledge of Tessitura ticketing software is a huge plus.
- Must have excellent verbal and telephone etiquette, communication, and interpersonal skills.
- Evening, weekend, and holiday availability required.
- Available for approximately four shifts (3-8 hours per shift) per week from September through June, including evenings, weekends, and holidays.
- Experience handling cash, check, and card based 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.

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				x	
Walking		x			
Climbing/Balancing	x				
Stooping/Twisting		x			
Kneeling		x			
Squatting		x			
Crawling	x				
Push/Pull		x			
Reaching			x		
Gripping				x	
Keyboarding				x	
Pinching		x			
Neck rotation/extension			x		
Foot use		x			
Visual acuity			x		
Lift/Carry Weight Range	N	O	F	C	Comments
Up to 10 lbs				x	
11–25 lbs			x		
26–50 lbs		x			
51–75 lbs	x				
75–100 lbs	x				
Over 100 lbs	x				
Environmental Conditions	Yes	NO			Comments

Uneven ground	x		
Exposure to dust/fumes		x	
Excessive noise	x		
Exposure to Biohazards		x	
Extreme temperatures		x	
Exposure to hazards		x	
Working at heights		x	
Working with machinery		x	
Interactive Exhibits		x	
Exposure to noise (>90 dbe in 8 hrs per day)		x	

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 and 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-including 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.

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: Lead Ticket Agent [Your Name].