



To be a leader in promoting artistic offerings to our increasingly diverse community with an emphasis on fostering a cooperative spirit to positively impact the local economy and community.

Customer Service Representative

The Performing Arts Center Authority seeks Customer Service Representatives (CSR) to join a fast-paced, leading edge, growing Ticketing Services operations. CSR's will develop positive customer relationships by utilizing exemplary customer service skills in order to ensure the optimal customer experience and maximize sales opportunities. Broward Center's ticketing operations currently has revenues over \$15M and growing: Ticketing Sales of approximately \$500,000.

Essential duties and responsibilities:

- Provide superior customer service to all customers, both internal and external.
- Strive to successfully reach established sales goals.
- Increase customer satisfaction based on annual survey results.
- Generate fees which increase revenue to the Center.
- Respond timely and accurately to all consumers, customers, and patrons.

Required knowledge, skills, and abilities:

- Knowledgeable and skilled in inbound or outbound call center.
- Skilled in data entry.
- Excellent customer service skills.
- Able to work seated at a computer for long periods of time.
- Able to communicate effectively and accurately in a fast-paced environment in English.
- Able to work nights and weekends.
- Able to accurately follow a flexible schedule.
- Able to work effectively and positively with others.

Required education and experience:

High School, High School Equivalent, or any equivalent combination of training and experience.

If you are an individual with outstanding leadership and management skills, who is eager to become part of a progressive, performance oriented team, **please call Trans Hire at 954-484-5401**. PACA encourages minority participation and is an Equal Opportunity Employer. Local applicants preferred, no relocation budget offered.