



The Box Office Representative maintains positive customer relationships by utilizing exemplary customer service skills and knowledge of Box Office policies and procedures to ensure optimal customer experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer all customer questions with accuracy and confidence.
- Assist Inventory Control Coordinator and Inventory Control Specialist in event build process.
- Work and/or supervise events at Box Office as needed.
- Provide value added information to supervisors to enhance our customer service opportunities.
- Settle and close Box Office(s) at BCPA and/or affiliated venues, as needed.
- Contribute in the expansion of Box Office growth by supporting departmental and organizational objectives.
- Assist in the printing of will-call tickets.
- Effectively utilize available search tools and techniques to identify and sell events.
- Ensure 100% accuracy in the daily sales reports as signed off by representative and supervisor.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Skilled in data entry.
- Excellent customer service skills.
- Able to demonstrate sound judgment, integrity, and ethical behavior in all daily activities.
- Able to work flexible hours including nights, weekends, and holidays as needed.
- Skilled in Windows based programs, including Word, Outlook, Excel, and PowerPoint.
- Able to communicate effectively, in verbal and written, in English.
- Able to work effectively and positively with others.

REQUIRED EDUCATION AND EXPERIENCE

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

If you are interested in this opportunity, please submit your resume to borsearch@browardcenter.org.