

Box Office Agent

The Ambassador Theater Group is the world's number one live-theatre company with close to 50 venues in the United Kingdom, North America and Germany and an internationally recognised award-winning Theatre Producer with productions in the West End, on Broadway and touring productions in the UK, North America, Europe, Australia and Asia. ATG is also the market leader in Theatre Ticketing Services through ATG Tickets, LOVETheatre and Group Line.

Curran Theater San Francisco Built in 1922, has housed some of the biggest productions in theater history and has maintained a reputation over the course of its life as one of the premier live entertainment venues in North America. You will be joining the Curran at an exciting time whilst we get ready to launch the West Coast premiere of Harry Potter and the Cursed Child.

POSITION

Box Office Agent

CLASSIFICATION

Full-time 40 hour/week positions available. Represented by IATSE Local B-18. Rate as determined by labor agreement.

JOB PURPOSE

Box Office Agents are responsible for providing excellent customer service, helping to craft an exceptional experience from the first touch point. Agents will be key members of the Curran ticketing team, reporting to the Box Office Manager. This position requires working evenings and weekends.

RESPONSIBILITIES

● **Ticketing Office Operations**

- Selling tickets in person (Box Office), over the phone, and online.
- Process credit card and cash transactions with accuracy.
- Develop proficiency in multiple softwares including ticketing, help desk, and task management.
- Maintain constant surveillance of cash drawer to ensure accuracy.
- Investigate ticket issues, resolve guest concerns, and escalate to a manager when necessary.
- Maintain knowledge of all events, services, and procedures.
- Adhere to the sales and customer service policies and procedures.
- Perform clerical duties such as filing will call, mailing tickets, etc.
- Other duties as assigned.

● **Customer Care**

- Be the professional, friendly and welcoming face of Curran.
- Demonstrate empathy for guests' needs, engaging with them enthusiastically and efficiently to provide superior customer service.
- Share your knowledge and insight of the theater, surrounding restaurants, hotels, etc. to meet and exceed our guests' needs.

REQUIREMENTS

- Very strong in-person and phone communication skills and a genuine desire to help guests.
- Consistent attendance and punctuality.
- Flexibility to work nights, weekends and/or holidays when needed.
- College degree preferred.
- 1+ year experience working in a theater or other arts organization strongly preferred.
- 1-3 years customer service, including cash handling experience is mandatory.
- Proficient computer and typing skills.
- Previous experience with ticketing software preferred.
- Ability to maintain professionalism, courteously and tactfully interacting with all guests and co-workers.
- Ability to remain calm in a fast paced environment.

Please send your cover letter and resume to jobs@sfcurren.com. Due to the volume of applicants, we are unable to personally contact each applicant. We will contact you if we are interested in scheduling an interview.

Please no phone calls or in-person inquiries.