



Department: Harris Theater for Music and Dance: Box Office

Job Title: Ticketing Service Representative (part-time/seasonal)

Reports to: Box Office Treasurer

Type of position:

Full-time

Part-time

Hours \_\_\_\_\_ / week

Exempt

Nonexempt

#### GENERAL DESCRIPTION

The Harris Theater for Music and Dance in Millennium Park is seeking Ticketing Service Representatives for part-time openings on our Box Office Team. Ideal candidates will have excellent customer services skills, be proficient in Tessitura, possess excellent written and verbal communication skills, as well as problem-solving abilities. The Ticketing Service Representative reports to the Box Office Treasurer and assists in the daily operations of the Harris Theater Box Office. Weekday, evening, weekend and holiday availability a must.

#### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each of the essential duties satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES include the following but not limited to

- Process telephone, walk-up, and e-mail ticket orders for all Harris Theater performances
- Responsible for opening and closing procedures
- Handle will-call, sales, and customer support during performances
- Maintain ticket database with current information
- Assist and welcome all guests entering our space
- Support the ticketing needs of rental companies
- Provide accurate records of all daily box office financials
- Maintain a current and competent level of knowledge for the Harris Theater and rental companies
- Assist in the maintenance of a clean and organized box office
- Other duties as assigned
- Previous Tessitura ticket system experience required

#### WORK SCHEDULE

- Box office hours of operation are noon – 5:00 PM and until 30 minutes after performance starts on performance days.
- Must be able to work a flexible schedule, including weekdays, nights, weekends and holidays.

#### HOW TO APPLY

- Please provide a cover letter, resume and include TICKET SERVICES REPRESENTATIVE in the subject line to [jobs@harristheaterchicago.org](mailto:jobs@harristheaterchicago.org). No phone calls, please.
- Flexible P/T, 20 to 30 hours per week, based on theater needs, with extremely competitive compensation.

#### WORK REQUIREMENTS

- Working relationship with Local 750