

**CUSTOMER SERVICE REPRESENTATIVE – VISUAL & PERFORMING ARTS CENTER**

**DEFINITION**

Under the direction of the Ticket Office Supervisor of the Visual & Performing Arts Center (VAPAC), delivers a high level of customer service to VAPAC patrons seeking information and/or wishing to purchase tickets. This position's schedule requires work on weekdays, weeknights and/or weekends to help provide full coverage of the Center's ticket office for events and regular ticket office hours. This position requires frequent public contact in person or by telephone.

**TYPICAL DUTIES**

Answers phones and sells tickets before performances and during normal business hours; processes individual and subscription sales through use of a computerized ticketing system; supports walk-up, phone, mail and internet sales; serves as an initial source of information and assistance to persons contacting the VAPAC for information pertaining to ticketing and events; carries out other reasonable related assignments as directed by the Ticket Office Supervisor.

Adheres to service standards, policies and procedures related to ticket office operations; complies with Folsom Lake College and Los Rios Community College District policies and procedures; safeguards confidential financial records and related personal information.

**QUALIFICATIONS**

**EXPERIENCE**

Minimum of one year of customer service work in a retail, call center or business office environment; and/or a year of experience working in a ticket office with a computerized ticketing system, preferably for a performing arts organization; and/or a year of work experience in another position requiring a similar set of skills or knowledge.

**EDUCATION**

At least one year of college level coursework, preferably in business or another relevant area of study.

**KNOWLEDGE OF**

Ideal candidates will have knowledge of accounting and/or cash handling procedures; contemporary approaches to delivery of consistently high levels of customer service; effective verbal and written communication skills; interpersonal skills using tact, patience and courtesy; computer software related to office procedures and processes.

**ESSENTIAL FUNCTIONS (ABILITY TO)**

Perform the basic functions of the position; sustain regular work attendance; work a flexible schedule as needed to perform specific jobs and/or assignments including frequent

evenings and weekends; be punctual and dependable; achieve a thorough understanding of the VAPAC's ticketing and customer relationship management system as it relates to the duties of this position; work independently with minimum of direction; work as a member of a team; work cooperatively with the public; work effectively and sensitively with diverse constituencies; follow directions; exercise good judgment and deal effectively with time pressures; communicate effectively in English, both verbally and in writing; listen and accurately hear information told; perform general math calculations such as addition, subtraction, multiplication and division, as well as basic accounting; use desktop computers and software, including word processors, spreadsheets, e-mail and databases such as contemporary ticketing and customer relationship management systems; maintain a neat and orderly working space; project a consistently positive image to the campus, community and constituents of the VAPAC; conduct his/herself in a professional manner as a representative of the Ticket Office and the VAPAC; maintain current knowledge of policies, procedures, regulations.

**SPECIAL QUALIFICATION**

Hold and maintain a valid Class C California Driver's License.

**PHYSICAL FACTORS**

Regularly lift up to 10 lbs. without assistance, occasionally up to 30 pounds.

**TYPICAL EQUIPMENT USED (May include, but not limited to)**

Contemporary office equipment such as desktop computers, copier, fax, telephone (multi-line), calculator; ticket printers; cash drawers; two-way radios; etc.

**CLASSIFICATION**

This position is a Los Rios Community College District Temporary Classified position which is limited to a total of 110 work days in a fiscal year (July 1<sup>st</sup> through June 30<sup>th</sup>).