Actors Theatre of Louisville
Customer Service Representative (CSR) – Full-Time
Posted June, 2017

Position: Customer Service Representative (CSR) - Full-Time
Reports to: Ticket Sales Director/Box Office Manager
Department: Ticket Sales
FLSA: Non-Exempt

About Actors Theatre of Louisville:

Actors Theatre of Louisville, the Tony-Award winning State Theatre of Kentucky, seeks qualified and passionate applicants for the position of Customer Service Representative (CSR).

Under the leadership of Artistic Director, Les Waters and Managing Director, Kevin E. Moore, Actors Theatre serves to unlock human potential, build community and enrich quality of life by engaging people in theatre that reflects the wonder and complexity of our time.

Actors Theatre presents almost 350 performances annually across three theatres and delivers a broad range of programming impacting local and national audiences with a particular focus on new play development influencing the field of American theatre. Programs include classical repertory and contemporary work through the Brown-Forman Series, holiday favorites cherished as annual traditions, the Humana Festival of New American Plays influencing the canon of American theatre, an Education program where students see and make plays, and a theatre training program for 40+, the Professional Training Company.

Actors Theatre seeks to create brave space where it is safe to be who you are and diverse identities, ideas, cultures and opinions are cultivated because we believe the diversity of our community is a defining strength. We are committed to diversity in all areas of our work, including the plays we produce, casting, marketing and community engagement efforts, education programs, recruitment of staff and volunteers, and the composition of the Board of Directors. People of color and members of underrepresented communities are invited and encouraged to apply.

Summary of Position:

The Customer Services Representative (CSR) is responsible for enhancing patron theatre-going experience by extending the highest level of customer service handling inbound and outbound ticket sales; exchanges and questions or concerns regarding programming, dining, and parking.
*Base schedule is as follows; however, it is subject to change:

Mondays: 9:45 a.m. – 5:30 p.m.
Tuesdays: 11:45 a.m. – 7:30 p.m.
Wednesdays and Thursdays: OFF
Fridays through Sundays: 11:45 a.m. – 8:00 p.m

Availability and attendance during peak times (October, November and March) is essential to this position

The Essential Functions include, but are not limited to, the following:

**Essential Functions:**

- Serves as a liaison to the community through in-person, phone and email channels by providing insight and recommendations to patrons about productions, ticket options and additional relevant products that will enhance their experience.
- Provides excellent customer service in a timely manner.
- Maintains electronic customer season ticket history database and file paper forms.
- Assists in the preparation of bulk mailings (such as season ticket renewal forms, confirmation, invoices and season ticket packets).
- Handles all ticket needs (including reserving, selling, and exchanging single and season tickets via phone and window).
- Handles customer inquiries and concerns (directing to appropriate personnel if applicable).
- Gathers patron data for marketing purposes.
- Collects and records patron feedback.
- Extends point of sale offers to patrons.
- Performs other duties as assigned.

**Knowledge, Skills and Abilities:**

- Knowledge in utilizing computerized ticketing system.
- Excellent organizational and time-management skills.
- Outstanding communication skills, both verbal and written.
- Skill in providing excellent customer service care.
- Ability to accurately and efficiently maintain customer database.
- Ability to perform with grace under high-stress situations.
- Skill with initiating and facilitating a sale by phone or written communication.
- Ability to take initiative to solve problems.
- Ability to type accurately and efficiently.
Ability to sit for extended periods of time.
Ability to lift and carry up to ten (10) pounds.
Ability to handle sensitive information and maintain confidentiality.
Ability to unite and collaborate with staff, stakeholders, community leaders and vendors.

**Minimum Qualifications:**

- High School degree or equivalent.
- Strong use of standard computer applications such as Microsoft, Word, Excel, and Outlook; experience with database software.
- Energetic self-starter with exceptional attention to detail.
- Creative and pleasant personality who enjoys working in a team environment.
- Work a flexible schedule, including evenings and weekends.
- An appreciation for professional live theatre.
- A genuine interest in and knowledge of the Theatre with a commitment to the organization’s Equity, Diversity and Inclusion work.

**Preferred Qualifications:**

- Working knowledge of theatre preferred.
- Experience working with Tessitura preferred.
- Telephone sales experience preferred.

**Compensation:**

Beginning wage is $11.00 per hour. The range of benefits includes medical and dental insurance, long-term and short-term disability insurance, paid time off, and a 403(b) retirement plan.

**To Apply:**

Applicants interested in applying for this position must email Cover Letter and Resume and Three (3) Professional References by July 14, 2017 to:

Kim McKercher, Ticket Sales Director
kmckercher@actorstheatre.org

**No phone calls please.**

*Actors Theatre is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, (dis)ability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law. Members of underrepresented groups are encouraged to apply.*