

THE WALLIS

Beverly Hills, CA

JOB POSTING: Ticket Services Associate

Position Overview

The Wallis Annenberg Center for the Performing Arts seeks customer service professionals to serve as part-time, year-round Ticket Service Associates. Reporting to the Ticket Services Manager, the position will ensure a high-quality experience for all patrons and provide correct and efficient operation of the computerized box office system (Tessitura), ticket printers, Internet sales program and the box office telephone system. Adhere to box office policies, etiquette and procedures relating to ticket sales. Process orders via mail, telephone, Internet, group sales and reservations, as well as in-person counter sales. Responsible for taking payment in various forms – cash, checks, credit and debit cards, gift cards and vouchers.

Proficiency in the use of a PC and MS Office (Word, Excel and Outlook). The ability to accurately type 35 words per minute or better is essential. Provide accurate information to patrons on all events taking place at the Center. All other duties and responsibilities as assigned. Tessitura and/or previous ticketing software experience is preferred (not required).

This is a part-time hourly position (\$14/hour) and does not include benefits. Available shifts range from 3-hrs to 8-hrs/day for a total of 12-hrs to 29-hrs per week. We offer flexible scheduling. **Position requires evening, weekend and irregular hours on show and event days as well as some holidays.** Start date is immediate. Hours of operation are M-F 10am - 6pm & Saturdays 12pm - 6pm during non-show weeks. 10am – 9pm M-F, 12pm – 9pm Saturdays, and varied Sunday show hours from 10am – 8pm during long show runs and single day productions.

To apply, please send a cover letter including your availability (days and hours), resume and three references to mwiesel@thewallis.org No phone calls please. Wallis Annenberg Center for the Performing Arts is an Equal Opportunity Employer.

About The Wallis

Since opening its doors in October 2013, The Wallis has produced or presented over 100 dance, theatre, opera, classical music and children's programs to an ever expanding audience. Located in the heart of Beverly Hills, California, The Wallis, under the leadership of Artistic Director Paul Crewes, Managing Director Rachel Fine and Board Chairman David C. Bohnett, brings audiences world-class theater, dance and music, performed by many of the world's most talented and sought-after artists. Featuring eclectic programming that mirrors the diverse landscape of Los Angeles and its notability as the entertainment capital of the world, The Wallis offers original and revered works from across the U.S. and around the globe. The mission of The Wallis is to be a vital cultural hub that uses unique arts events and education programming to entertain, enlighten and inspire children and adults in our community and across the nation. Nominated for 26 Ovation Awards, four L.A. Drama Critic's Circle Awards and the recipient of five architectural awards since opening in 2013, The Wallis is a breathtaking 70,000-square-foot venue that celebrates the classic and the modern and was designed by Zoltan E. Pali, FAIA of Studio Pali Fekete architects. The building features the restored, original 1934 Beverly Hills Post Office (on the National Register of Historic Places) that serves as the theater's dramatic yet welcoming lobby, and houses the 150-seat Lovelace Studio Theater, GRoW at The Wallis: A Space for Arts Education (a gift of Gregory Annenberg Weingarten and Family and the Annenberg Foundation), The Bar @ The Wallis and the contemporary 500-seat, state-of-the-art Bram Goldsmith Theater. Together, these structures embrace the city's history and its future, creating a performing arts destination for L.A.-area visitors and residents alike.

7/12/2013