

## Ticket Associate (Full-Time)

### ABOUT US

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The Wallis Annenberg Center for the Performing Arts is a dynamic cultural hub and community resource where local, national, and international artists share their artistry through robust and distinctive presentations and education programs curated with both creativity and social impact in mind. The campus is a breathtaking 70,000-square-foot facility celebrating the classic and the modern and has garnered six architectural awards. The restored building features the original 1933 Beverly Hills Post Office (on the National Register of Historic Places), which serves as the theater's dramatic yet welcoming lobby, and includes the contemporary 500-seat, state-of-the-art Bram Goldsmith Theater; the 150-seat Lovelace Studio Theater and an inviting open-air plaza for family, community and other performances.

After being shuttered for more than 15 months due to the COVID-19 pandemic, the team at The Wallis is overjoyed to be re-opening to the public to offer outdoor Summer programming, opening with *Teveye in New York!* In June. The Wallis is expecting and planning to re-open indoor performances for our 2021-2022 season this Fall.

GRoW @ The Wallis; The Wallis education department continues to thrive with its new virtual classrooms and wide array of programs for people of all ages, remaining a vital source of arts education and human connection during this time of isolation. Last Fall, the fall sessions of its popular *Staged Stories* and *Beyond Words* programs sold out with a long waiting list in less than a day.

### ABOUT THE JOB

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The Wallis is pro-actively seeking a dedicated, engaging, customer service-oriented professional for future openings to join our team as a **Full-Time Ticket Associate** on the Box Office team. Reporting to the General Manager, this is a critical role in the organization's success as it is responsible for creating a high-quality experience for our patrons and donors. If you have excellent communication skills, enjoy offering welcoming and friendly patron services, have meticulous attention to detail, and are passionate about the performing arts programs presented by The Wallis, we look forward to hearing from you.

### WHAT YOU'LL DO

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#### Ticketing Responsibilities:

- Ensure a high-quality experience for all patrons. Assist patrons in a polite, friendly, and helpful manner, representing the Wallis Annenberg Center to the public, business contacts, and visiting companies with cordial professionalism;
- Interacts with all patrons for subscription, single ticket, group, and online sales, in addition to ticket fulfillment.
- Maintain familiarity with ADA requirements;
- Interfaces with the Assistant Ticket Services Manager to promote consistency in data and reporting;
- Assist with complimentary ticket fulfillment;
- Engage group sales, working to achieve sales and house fill goals;
- Answers, screens, and directs calls on a multi-line phone system. Assists callers, takes messages, and/or forwards calls to appropriate staff or voice mail;
- Performs general clerical duties including but not limited to filing, photocopying, faxing, emailing, and mailing as required;
- Other administrative duties include contacting patrons to resolve queries, updating patron records, and inputting various forms of data collection and entry;
- Maintain hygiene of database including Do Not Mail, Do Not Call, Do Not Trade lists;
- Make patrons and customers aware of relevant special offers, other Wallis shows, and services that The Wallis offers;

### **Other Duties:**

- Work as a team with marketing and event staff on scheduled performances, programs, and special events;
- Assist in the implementation of patron surveys and other marketing campaigns;
- Demonstrate a willingness to take the most effective role for the box office/ticketing team.

### **SKILLS & EXPERIENCE NEEDED**

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- 1-3 years of experience working in a box office or a customer service type of environment preferred;
- Superior interpersonal skills, ability to communicate effectively with co-workers, guests, and clients, excellent customer service skills, and the ability to interact positively with diverse staff and clientele in a fast-paced environment is required;
- Must be able to work calmly under tight deadlines and respond gracefully to high-pressure situations; and when possible, show initiative and plan ahead;
- Must be able to work well in a collaborative environment;
- Strong communication skills, both written and verbal, are required;
- Excellent computer skills, including Microsoft Office with particular proficiency in Excel, are required;
- A High School diploma is required; Post-secondary education (diploma or certificate) and/or significant course work or related experiences in theater arts or related fields are preferred.
- Hours worked include days, evenings, weekends and holidays as production schedules require.

### **BENEFITS**

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This is a full-time position with 100% paid medical benefits, including dental, vision and life insurance (\$25,000) for the employee, paid vacation, personal and sick days, 401k and paid parking. Complimentary tickets are occasionally available for some events or productions at The Wallis.

### **HOW TO APPLY**

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Please email your resume to [jobs@thewallis.org](mailto:jobs@thewallis.org) and include **FT Ticket Associate** in the subject line.

**No phone calls, please.**

*The Wallis Annenberg Center for the Performing Arts is an Equal Opportunity Employer committed to diversity and encourages applicants of any age, national origin, race, ethnicity, religion, sexual orientation, political affiliation, or gender.*