



POSITION TITLE:	Customer Service Rep	START DATE:	ASAP
FLSA STATUS:	Non Exempt	REVISED:	9/25/06
EMPLOYMENT TYPE:	Part Time, Part Time Seasonal	APPROVED BY:	

PRINCIPAL RESPONSIBILITY OF POSITION:

The primary responsibility of this position is to provide guests with a positive initial experience at The Clay Center.

The incumbent reports to the Customer Service Manager at the Clay Center.

Duties and Responsibilities

- Promotes sales for all Clay, WVSO, Broadway and rental events.
- Provide all guests a positive first impression of The Clay Center by offering superior, individualized guest service.
- Provide information regarding Clay Center events and facilities via face-to-face communication and telephone.
- Problem-solve by effectively communicating with guests to locate and deliver will-call/guest list tickets
- Accurately operate the ProVenue ticketing system.
- Provide administrative support to Box Office Management.
- Provide superior customer service to all internal clients
- Assist with miscellaneous box office projects as directed.

Physical and Special Requirements — Must be able to lift 25 lbs.

Specialized Knowledge, Experience, Skills, and Education

- **EDUCATION:** High school diploma required. Some college coursework preferred; comparable professional experience may be substituted.
- **EXPERIENCE:** One year or more experience in customer service, sales or marketing.

- **SKILLS:**

- Capability of communicating positively with guests to establish their needs efficiently and courteously.
- Skill to handle cash responsibly and accurately.
- Ability to develop a growing knowledge of ticketing software systems.
- Ability to work as a member of a team.
- Problem solving ability.
- Positive attitude a must.

Other Duties As Assigned

9/14/07