

# PAPER MILL PLAYHOUSE

## Ticketing Services Representative

**Status: Full Time/Benefits Eligible/Exempt and Part Time/Non-exempt positions available**

**Reports To: Ticketing Supervisors**

### **About Paper Mill Playhouse:**

Founded in 1934, Paper Mill Playhouse has been a cherished New Jersey arts institution for more than 80 years. Paper Mill brings new American Musical Theater to life, with a national reputation that continues to grow. Collaboration with other regional theaters and leading independent producers brings over 200,000 New Jersey audience members annually the best in musical theater, from celebrated revivals to groundbreaking new works. In 2016, Paper Mill received the Regional Theatre Tony award in recognition of its contribution to the national field, the industry's highest honor.

Paper Mill Playhouse facilities include a 1,150 seat theatre with attendant backstage dressing rooms, offices, and production support areas; front-of-house lobbies with bars, concessions and restroom facilities; an 80 seat restaurant; a small house with two apartments; 2,500 square feet of education studios; three parking lots and grounds for milling.

### **Position Overview**

As a Ticketing Services Representative, you will assist patrons with purchasing single tickets and subscriptions over the phone and in person, represent the box office during performances and provide superior customer service. You will make the first impression on our patrons and donors, representing the theatre with professional, courteous, and informed service. You'll get to know some of our most ardent subscribers and theatre lovers and why they've come to love Paper Mill Playhouse.

### **Essential Functions:**

- Selling single tickets, subscriptions, and group tickets to all guests calling the box office or walking up to the lobby window.
- Processing and responding to emails in the Subscription, Box Office, and general information email inboxes.
- Accurately recording and editing guest information in our ticketing database.
- Informing single ticket buyers of the subscription and group options that can offer them significant savings and result in their continued attendance throughout the season.
- Assisting all subscribers wishing to exchange their tickets by finding them similar seats to the alternate performance(s) of their choosing.
- Remaining cognizant of all ticket discounts and special promotions.
- Proactively solving customer service issues as they arise.
- Remaining calm and courteous at all times when dealing with the specific needs of a patron.
- Keeping up-to-date with all activities taking place at Paper Mill Playhouse, such as all performances, special engagements, seminars or educational programs and remaining prepared to answer patron inquiries into such matters.
- Keeping informed on other area attractions and developments such as restaurant recommendations and traffic issues and remaining prepared to answer patron inquiries into such matters.
- Informing the Ticketing Services Supervisors, of any problems dealing with a patron or sales transaction.
- Being available to complete added duties asked by the Ticketing Services Supervisors.

### **Required Experience**

- 1+ years of customer service.
- A commitment to equity, diversity, and inclusion with an ability to interact effectively with people of different cultures and socio-economic experiences, free from prejudice and aggressions.
- Experience communicating effectively both verbally and in writing to front-line staff, managers, executive leadership, teams, Board members, partners, and diverse stakeholder groups.

### **Additional Eligibility Qualifications**

- Positive attitude, strong work ethic, team member, and sense of humor.
- An understanding of theatre ticketing and a passion for the arts are not required but are extremely useful for this position.
- A commitment to equity, diversity, and inclusion with an ability to interact effectively with people of different cultures and socio-economic experiences, free from prejudice and aggressions.
- Highly developed customer service skills with the ability to establish and maintain rapport with internal and external contacts.

**Salary:** \$16 per hour

### **Full-Time Benefits**

- Comprehensive insurance coverage (medical, dental, vision, life, disability).
- Generous paid time off.
- 403b retirement savings account.
- Access to various dress rehearsals, performances, educational events, and professional development opportunities.

### **Apply**

Paper Mill Playhouse is committed to hiring high caliber individuals of diverse backgrounds. We strive to provide our staff with a nurturing and inclusive environment, equal for all employees and optimal for their success. Paper Mill celebrates diversity and believes it enriches our work environment and the work on our stage.

Send cover letter and resume to [recruiting@papermill.org](mailto:recruiting@papermill.org) with subject line: Ticketing Services Representative Please include if you are seeking full or part-time in your cover letter.

### **Our Mission:**

Paper Mill Playhouse entertains, inspires, and enriches lives. As the nation's premier musical theater, we foster a creative environment to advance the art form, educate students, develop future theater lovers, nurture inclusion, and provide access for all.