

PAPER MILL PLAYHOUSE

Part-Time Ticketing Services Representative

Reports to: Ticketing Services Managers

Status: Part Time/Non-Exempt

Pay Rate/Salary: \$20.00/hour

Schedule: 28 hours/week

Wednesdays, Thursdays, Saturdays, Sundays

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.

Position Overview

Ticketing Services Representatives are responsible for delivering superior customer service to all patrons while successfully completing various sales transactions. Ticketing Services Representatives are the "front line" to the Paper Mill patron base and must be familiar with all events and productions presented at Paper Mill to communicate to patrons. Ticketing Services Representative must be equipped with value-adding information regarding the surrounding area in terms of parking, directions, restaurant recommendations, and area attractions.

Essential Functions

- Selling & distributing tickets, subscription packages, group orders, and gift certificates to patrons via phone or at the lobby box office windows.
- Processing and responding to emails in the box office, subscription, accessibility, and general information email inboxes.
- Accurately recording and editing patron information in Tessitura, our ticketing database.
- Assisting subscribers with ticket exchanges, staying conscientious of any resulting changes in price and adjusting orders accordingly.
- Completing recurring data projects with precision and accuracy, including updating database records, outbound sales solicitations, and follow-up communication to ticketholders.
- Remaining cognizant of all ticket discounts and special promotions.
- Proactively solving customer service issues as they arise and informing the Ticketing Services Supervisors of any escalated issues or sales transaction errors.
- Maintaining a pleasant demeanor when interacting with patrons and always remaining calm and

courteous, even during recurring periods of high call volume and foot traffic.

- Working with and communicating across other patron-facing departments, including Development and House Management, ensuring relevant inquiries are directed to the appropriate parties for assistance.
- Keeping up-do-date with all on-campus activities, including performances, special engagements, seminars, and educational programs, remaining prepared to answer any related inquiries from patrons.
- Added duties as assigned.

Required Experience

- 1+ years of customer service in a public-facing role.
- An understanding of event 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.
- Flexibility to work evening, weekend, and holiday shifts is required, including occasional early-morning performances.

Apply

Paper Mill Playhouse is committed to hiring 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 with subject line: Ticketing Services Representative. No phone calls, please.

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.

Paper Mill Playhouse is an **Equal Opportunity Employer** where the spirit of inclusion feeds into everything we do. We are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates. We strive to create opportunities, access, resources, and rewards that are available to and benefit everyone. *Paper Mill Playhouse* is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, creed, sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender identity, gender expression, and Veteran status.