



Job Description

Job Title: Box Office Customer Service Representative
Department: TOBi Box Office
Reports To: Box Office Manager
FLSA Status: Part-Time

About the Tobin Center for the Performing Arts

The Tobin Center is San Antonio's premier cultural arts center, dedicated to driving meaningful community change through world-class entertainment, supporting local performing arts, and ensuring accessible arts education. Our state-of-the-art facilities attract diverse audiences with stunning architecture, exceptional acoustics, and a flexible 1,750-seat H-E-B Performance Hall, a 259-seat Carlos Alvarez Studio Theater, and the scenic Will Naylor Smith River Walk Plaza. Beyond our main venues, our campus includes an Administration Building, the Tobin Garage and the "Shirt Factory Building". We also operate Tobin Entertainment LLC, which promotes quality entertainment nationwide, generating vital support for our local programs.

Our Culture

At The Tobin Center, we aspire to be an organization with a **culture of excellence** that attracts and retains the best in the business. Our success is only possible because of our people—a team of passionate professionals dedicated to making a positive impact on our community.

We are committed to creating a **supportive workplace with open communication** where all are treated with dignity and respect, and all voices are heard. **Innovation and collaboration** are at the heart of how we work, driving success through shared ideas and clarity of purpose. We encourage **personal and professional growth** in an eclectic and inclusive workplace that values hard work, initiative, and fun. We assume the best in one another, **cultivating trust and inclusiveness** as we grow together. We embrace a culture of **challenging the status quo**, empowering our people to take risks to achieve our mission.

TOBi Ticketing – Offsite Contracts

- TOBi ticketing will on occasion provide ticketing for offsite venues. (i.e. Sunken Garden, Real Life Amphitheater, etc.)

The Opportunity

The Box Office Customer Service Representative position provides customer service, cash handling, and ticketing services in our state-of-the-art, centralized box office, serving several major San Antonio arts organizations. Among the organizations served are Ballet San Antonio, OPERA San Antonio, The Orchestra San Antonio (formerly CMI), Youth Orchestra of San Antonio, and Children's Chorus of San Antonio.

The Customer Service Representative is one of a team on the front line interacting daily with our patrons and providing for their needs. As part of this team, the Customer Service Representative will represent the quality and grandeur of the Tobin Center for the Performing Arts. This is a part time position requiring day, evening and weekend shifts.

What You'll Do

- Assist customers with purchase decisions.
- Resolve customer conflicts with guidance from supervisor.
- Maintain knowledge of items currently available to customers.
- Understand and relate purchasing policies to customers.
- Collect complete and accurate data from customers.
- Process phone and in person orders using TOBi system based in AudienceView CRM.
- Provide feedback in regard to customer entertainment preference and purchasing habits.
- Follow proper cash handling procedures and reconcile daily transactions.
- Maintain a positive attitude and a genuine interest in helping others.
- Work regular weekly shifts, including days, weekends and evening as assigned.
- Assist with incoming and outgoing customer calls.
- Ascertain and resolve customer concerns, requests, and/or complaints in a timely, courteous and informed manner.
- Contribute to the environment of the box office in a manner that is conducive to customer service, sales promotion, safety, and quality of work life.
- Maintain quality database entry practices when completing regular database maintenance projects.
- Assist with night of show walk up sales and will call distribution.
- Troubleshoot night of show customer issues in a professional manner.
- Perform other duties as required.

What You'll Bring

- Attention to detail.
- Customer service experience, preferably in the ticketing, entertainment, nonprofit arts or hospitality industries.
- Strong written and verbal skills.
- Skill using computer software programs including point of sale systems and Microsoft Word, Excel and Outlook. Experience with ticketing systems, especially AudienceView, a plus.
- Highly motivated self-starter, a hard worker with a high energy level; a “doer” with a willingness to work hands-on in assisting customers and staff.
- A visionary and strategic thinker and problem solver.
- Knowledge of basic cash handling procedures, and fiscal responsibility, including PCI compliance.
- Ability to initiate and build relationships with customers and interact via telephone and in person with customers.
- Possess high standards of integrity, credibility, and reliability.
- Works well independently and in a group setting, a true team player.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- Ability to work a flexible schedule including days, evenings and weekends.
- Passion for and/or experience in the performing arts.

Performance Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Leadership – Consistently accomplishes the expected objectives and takes on extra tasks or projects as necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same. Takes initiative with and is proactive in approach to accomplishing tasks. Ability to make decisions and take actions consistent with organizational goals.
- Initiative – Level of interest in role development, degree of motivation, and willingness to improve performance and increase job knowledge.
- Judgment – Uses discretion in making decisions within the scope of their job. Refers decisions beyond this scope to supervisor. Discretion in handling confidential material.
- Communication Skills – Includes the ability to express ideas effectively whether face-to-face or in writing in both individual and group situations. Communications are conveyed in a clear and concise manner to the audience. Adjusting tone and

terminology to the needs of the audience. Openly exchanges information in a timely manner. Knows who to keep informed. Uses confidential information with discretion.

- Planning and Organization – Ability to schedule workload, set priorities and manage time in order to complete assignments and fulfill responsibilities.
- Management of Resources – Ability to use time, money, technology and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
- Customer Focus – Interaction with internal and external customers. Requires putting yourself in the customer's place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situation to be sure the customer is satisfied.
- Teamwork – Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.
- Technical Knowledge – Individual's ability to demonstrate the specific skills necessary to the position using procedures, tools and equipment necessary to accomplish work.
- Work Habits – Demonstrates commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs and duties. Being able to anticipate change and bring about changes when they are needed with proper professionalism.
- Creativity – Uses unique approaches and inventiveness. Seeks new alternatives and ideas. Takes appropriate action, and is efficient, resourceful, and creative in attaining position objectives. Ability to be self-directed.
- Business & Organization Knowledge – Having knowledge of The Tobin's business involves understanding our industry and how the incumbent's position and knowledge plays an important role in the success of the organization. It also includes the ability to acquire new knowledge of our industry and using this information to get things done.

WORK ENVIRONMENT AND PHYSICAL / MENTAL ACTIVITIES:

- Climate controlled office environment; Minimal exposure to inclement weather.
- Regular work hours which include evenings and weekends.
- Ability to operate assigned office equipment and to adhere to all safety guidelines.

- Standing, walking, sitting for prolonged periods of time; reaching, stooping, bending, kneeling, navigating stairs, hand and finger dexterity, clear speech, hearing / listening.
- Clarity of vision with the ability to bring objects into sharp focus; color perception.
- Intense concentration over extended periods of time can include frequent interruptions for questions and advice. Stress associated with competing priorities and time deadlines is occasionally an element of this position which must be recognized and successfully managed.
- Ability to lift to 30 pounds.
- Ability to maintain confidentiality and discretion.

Machines, Tools, Equipment and Work Aids: Representative but not all inclusive of those commonly associated with this position are computer, printer, copier, hand radio, and telephone.

Links: www.tobincenter.org

Communication:

Mail resume and application to The Tobin Center offices at:
115 Auditorium Circle, San Antonio, TX 78205
Attn: LuAnn Stidham

Or email to:
LuAnn.Stidham@tobincenter.org