



## THE SANTA FE OPERA BOX OFFICE

Job Description: *Box Office Customer Service Representative*

1.10.24

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### SUMMARY DESCRIPTION

Under general guidance, perform all activities associated with the efficient operation of the service-representative work areas and the accurate processing of all ticket orders. This includes orders originating via phone and internet as well as in-person sales at The Santa Fe Opera Box Office. This position requires the ability to follow very specific ticket-order-processing guidelines.

### DUTIES & RESPONSIBILITIES

- Convey positive, professional and pleasant image of The Santa Fe Opera to the general public, staff, supporters and board members
- Display a sound understanding of the Opera Company, the repertory, the Tessitura ticketing system and all general information that relates to the Box Office
- Follow all guidelines set forth in the Santa Fe Opera Employee Manual
- Perform all tasks and duties delegated by the Box Office Managers
- Efficiently process all ticket orders and guide patrons through the ordering process, whether on-line or at the Box Office
- Responsibly handle all monies received in the Box Office, including cash
- Assist in the mailing of tickets, literature and requested information from the Box Office
- Assist in the daily upkeep of the customer service areas. Related duties to include the reviewing of pending orders, miscellaneous data entry, filing, periodic cleaning, and the organizing and stocking of required supplies.
- Attention to detail and willingness to follow specific guidelines and policies are necessary.
- Ability to perform light work with lifting or moving of up to 20 pounds occasionally. Constant standing, walking, and finger dexterity is needed to handle paper items, dial the telephone and use the computer. Frequent crouching, stooping, and reaching are required to move supplies.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Employees will follow any other instructions, and perform any other related duties, as may be required by their supervisors.