



PACIFIC CONSERVATORY THEATRE

## **Job Description**

**Position: Customer Service Representative**

**Department: Administration**

**Reports to: Box Office Manager**

The Customer Service Representative (a part-time, temporary, nonexempt position) is responsible for selling tickets in-person, by telephone and through mail, using a computerized ticketing system and handling the ticketing processes for all group sales. The Customer Service Representative is a primary communication link between the company and the community at large and it is essential to project a courteous and professional manner.

At PCPA we believe that diversity makes us stronger, enriches our art, and is a source of joy. We believe that our understanding of the principles of Equity, Diversity, and Inclusion must continually grow and be actively practiced in our behavior and relationships. We will maintain a safe and welcoming working environment, free from any aggressions, and will interrupt behaviors that hinder our efforts to create an equitable, diverse and inclusive environment. We will make space for open communication that enhances relationships with all staff and community members, particularly those belonging to historically marginalized groups. PCPA is committed to anti-racism and prohibits discrimination against anyone based on factors including, but not limited to: race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability (physical or mental), or socioeconomic standing. We commit to serving our community by inspiring our current audience, cultivating our future audience, and preparing the next generation of theatre professionals.

### **Examples of Duties**

Customer Service Representative:

- Provide accurate information about productions, ticket prices, available seats, subscription plans, special marketing offers, etc. to general public/theatre company members.
- Accurately process single and season ticket orders, gift certificates, ticket exchanges and refund requests.
- Being knowledgeable on all current PCPA productions by reading scripts, attending productions or the final dress rehearsals.
- Assists in updating mailing lists, processes VIP requests and handles miscellaneous filing.
- Uses judgment to direct inquiries to other employees/departments.
- Posting and assisting with Marketing signage as requested.
- Attends all box office, marketing, staff, company meetings.
- Promotes a commitment to anti-racism, Equity, Diversity, and Inclusion in all areas of PCPA.

- Attends required EDI, sexual harassment, anti-bias, anti-racist, and other Human Resource trainings and workshops.
- This description reflects examples of essential functions. It does not proscribe or restrict the tasks that may be assigned. Performs other related work as required.

**Qualifications:**

- Working knowledge of all aspects of the theatre process – production and technical, as well as performance is preferred but not required.
- Excellent communication skills – written, oral, visual and telephone.
- Knowledge and usage of correct English grammar, spelling and punctuation.
- Type 35 wpm minimum; proficiently solve basic math problems with or without a calculator; experience in alpha/numeric filing.
- Ability to work productively under several time pressures and meet deadlines.
- Use good judgment in problem-solving situations.
- A minimum of 1 year of customer service experience.
- Ability to learn and understand the current ticketing software.

**Work Conditions:**

- Ability to work in an environment that is fast paced and where there are frequent interruptions and a high level of noise.
- Duties are primarily performed in an office environment at a desk or computer terminal.
- Work may require travel to other offices or locations (Santa Maria, Solvang) to attend meetings or conduct work.
- Be available to work evenings and weekends.

**Physical Demands:**

- Able to move up to 20 pounds
- Typically remains in stationary period for extended periods of time.
- Operates a computer keyboard and mouse.
- Communicates over the telephone and in person.

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