

POSITION TITLE:	AUDIENCE SERVICES GROUP SALES ASSOCIATE
REPORTS TO:	Audience Services Director, Senior Supervisors, Supervisors, and Assistant Supervisor. Works closely with the Account Sales Manager.
WORK SCHEDULE:	Full Time including weekend and evening hours
WORK LOCATION:	Los Angeles
STATUS: (Exempt/Non-Exempt):	Non-Exempt
COMPENSATION:	Hourly \$24.65 As outlined in the IATSE Local 857 contract
BENEFITS STATUS:	Eligible through IATSE Local 857
DEPARTMENT:	Audience Services

ABOUT THE COMPANY

At Center Theatre Group, we believe theatre creates an extraordinary connection between artists and audiences. As one of the nation's most influential non-profit theatre companies, we provide the broadest range of theatrical entertainment in the country at the Ahmanson Theatre, the Mark Taper Forum and the Kirk Douglas Theatre. Whether it's producing new work through our robust artistic development programs or engaging people of all ages and backgrounds across Los Angeles through our community and education programs, we put theatre at the center of it all.

Center Theatre Group commits to creating a safe space where access, belonging and a positive workplace culture are rooted in all levels and aspects of our work. We aim to attract, nurture and retain staff in a supportive home where we can be our best selves. We celebrate our commonalities and embrace our differences in order to ensure that everyone has access to our work onstage, behind the scenes and in the community.

POSITION SUMMARY

Sales and service representative in direct contact with Group Sales patrons as well as the public on a daily basis representing Center Theatre Group.

PRIMARY RESPONSIBILITIES [list as many as needed]

- Provide timely, high-quality, and personal service directly relating to ticket sales, ticket exchanges, donations and general information about CTG and its programs. This includes information about subscriber, donor, and group benefits, events, performances, prices, parking, directions, restaurants, hotels, access for patrons with disabilities, and other services offered by CTG.
- Personally cultivate relationships with groups and make them feel that they are an important part of the Center Theatre Group family.
- Manage Group waitlists and Group inquiries. Logs purchases.
- Assist patrons with resolving problems while upholding CTG's customer service mission and representing CTG to the public.
- Assist patrons who have questions or problems regarding our Internet and Ticketing website.

- Keep informed of current information relating to CTG and the ticketing operation. This includes reading the Audience Services Intranet and any written material emailed or handed out.
- Reserve Group Seats from open inventory (and sometimes from holds) working closely with the Box Office and the Account Sales Manager.
- Sell and process full and discounted tickets as follows:
 - Full price tickets from open inventory
 - Discounted tickets through special promotions and Group discounts where the patron may or may not provide a promotional code
 - Subscriber, Friends/Donor, and privately announced advance sales and target promotions
 - Targeted marketing promotions where seating is allocated and limited
 - Tickets for patrons in special ADA holds such as ACCESS, visually impaired, and wheelchair seat locations.
 - Gift Certificates
- Take reservations for free admission events.
- Exchange a paid, printed, non-day of subscription ticket with the understanding that the permission to return inventory will be restricted and limited to subscription tickets falling under the above criteria and set by the technology available as well as training to ensure quality customer service and jurisdictional responsibilities.
- Sell new and same seat renewal subscription orders into the computer or by email along with bonus option orders.
- Enter names, addresses, phone numbers, email addresses, and assign appropriate flags to patrons requesting to be added to our mailing list or have been referred from other departments.
- Maintain the database by changing, correcting and updating account information, merging duplicate patron records, and cleaning up patron records following Audience Services database standards.
- Enter specific notes into the computer system about particular transactions or situations that may be helpful to other staff members.
- Adhere to the Audience Services and Group Services policies.
- Adhere to the scripting of the Monthly Checklist making sure to complete every point included on it.
- Act as liaison between patrons, Box Office, IA, Subscriber Services, and Group Services departments.
- Demonstrate an ongoing commitment to ensuring that access, belonging and a positive workplace culture are rooted in all levels and aspects of our work. Attend CTG staff and Labor/Management meetings.
- Other duties or projects as assigned.

Center Theatre Group provides a dynamic working environment in which duties and responsibilities may change. Employees are expected to be flexible and responsive to changes in the scope of their duties.

QUALIFICATIONS

- Must maintain an enthusiastic rapport with staff and patrons about CTG events while projecting a positive image of the organization.
- Excellent skills in customer relations and communication (both verbal and written).

- Must be a self-starter able to handle a variety of tasks concurrently, flexible, and willing to take initiative.
- Utilize organizational skills and analytical ability to maintain an accurate and efficient organization.
- Handles situations in a pleasant manner, with patience, maturity, self-confidence, and a sense of humor.
- Demonstrated ability to work well with people of diverse backgrounds.
- Familiarity with integrated ticket systems and Microsoft software programs.
- Familiarity with telephone systems and other office equipment.

MINIMUM REQUIREMENTS

- Ability to sit, type and work at a computer for extended periods of time.
- Ability to work under pressure in a fast-paced environment.
- Ability to be clearly understood in the English language.
- Must be able to work in a team environment.
- Willingness and ability to work 40 hours per week. Flexibility to work overtime as needed.

All employees are required to pass a background check.

In order to ensure a safe and healthy workplace, CTG recommends that all employees stay current with COVID-19 vaccinations and boosters.

COMPENSATION

CTG offers a comprehensive compensation and benefits package including escalating paid vacation, sick, personal days and holidays, and with health benefits through LATSE local 857 including medical, dental, vision, and employee assistance program.

HOW TO APPLY

Tell us why you are the ideal person for this job.

Please send your resume and cover letter to sczubiak@ctgla.org Please be sure to include the position title in the subject line of the email. Due to the heavy volume of resumes received, emails that do not include the job title in the subject line of the email may not be considered. In the cover letter, please indicate how you became aware of this position, e.g., name of website, current employee, other source.

No phone calls please. We will contact qualified individuals to set up interviews.

Center Theatre Group is an equal opportunity employer and does not discriminate against any applicant on the basis of race, religion, sex, sexual orientation, gender identity, marital status, color, ancestry, disability, age, national origin, pregnancy, veteran/military status, genetic information or any other basis prohibited by law. CTG will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring Ordinance.