



## **Position: Customer Service Representative**

La Crosse Community Theatre (LCT)

### **JOB DESCRIPTION**

Execute the performance duties of the Box Office of a highly active community theatre including performing ticketing duties during performances and assisting the house manager during performances.

Reports To: Artistic Operations Manager

Hours: Part-Time (Limited Hours), good for supplemental income.

Salary: Hourly, Based on Experience

### **PRIMARY RESPONSIBILITIES**

- Provide Customer Service
- Arrive an hour and a half before the performance begins.
- Count cash drawers to make sure they amount to \$50.
- Check voicemail and return any calls as needed.
- Print and sort will call tickets, distribute usher tickets to house manager.
- Train in the will call usher on how to distribute will call tickets.
- Assist the house manager with any other usher training required.
- Assist house manager with setting out cleaning supplies for ushers.
- Sell walk-up tickets to patrons.
- Flash lobby lights 10 minutes before performance begins.
- Assist house manager with late seating of patrons.
- Make sure cash drawers are properly stocked with appropriate bills and change.
- Handle any refund requests as seen fit for the situation.
- Enter raffle winnings under Raffle Ticket Sales.
- Print Box Office Balance and make sure cash turned in matches what is needed.
- Before leaving, count cash drawers to make sure they amount to \$50.

### **BOX OFFICE UPKEEP**

- Keep Box Office clean
- Keep inventory of ticket stock and alert Mary Cate Wesling when more is needed.
- Keep stock of raffle tickets, message book and other office supplies

### **QUALIFICATIONS**

The ideal candidate will be able to demonstrate the following:

- **Skills**

- Working knowledge of Microsoft Office
- Excellent numerical, computational, and analytical skills
- Excellent customer service skills
- Knowledge of ticketing software systems is a plus
- **Experience**
  - Previous customer service experience is a plus.

#### **QUALITIES AND PERSONALITY**

- Attention to detail and accuracy while working with customers and cash
- Able to re-prioritize tasks as they arise
- Genuine interest in the arts and knowledge of live theatre

**AVAILABLE:** As soon as possible

**TO APPLY:** Please send a cover letter and resume to:

Mary Cate Wesling

Artistic Advancement Director

428 Front St. S

La Crosse, WI 54601

[marycate@lacrossetheatre.org](mailto:marycate@lacrossetheatre.org)

#### **ABOUT LCT**

La Crosse Community Theatre (LCT) has been the premiere community theatre in the Coulee Region since its inception in 1962. Now in our 58th season, LCT entertains thousands of patrons each year and produces nine productions from September through June. LCT also offers youth education classes at the theatre, including summer theatre camps. La Crosse Community Theatre is the primary resident of the eight-year-old, state-of-the-art Weber Center for the Performing Arts which sits nestled on the beautiful banks of the Mississippi River. The Weber Center contains a 450 seat proscenium theatre as well as a 100 seat black box theatre.

La Crosse Community Theatre is an Equal Opportunity Employer.