



425 Lafayette Street  
New York, NY 10003

## Call Center Representative (Full-Time)

The Public Theater is excited to announce that we are seeking a full-time Call Center Representative to join our team as soon as possible. Successful candidates are expected to offer the highest level of customer service to our patrons, donors, and any other member of the public, based on the Public Theater Policies and Procedures Handbook. Our team is responsible for ticketing all venues at The Public Theater, as well as Joe's Pub and Free Shakespeare in the Park at the Delacorte Theater in Central Park.

### Responsibilities:

- Serve as a representative of the Public Theater for all call-in customer ticketing, Supporter/Partner contributions, and benefit fulfillment
- Answer queries about our programming, special events, facilities, and website
- Ensure customers are informed of participation opportunities, including Supporter and Partner levels, promotions, and small gift donations
- Perform administrative duties, including mailings, notifying patrons of changes to performance schedules, data entry/cleanup, and replying to/preparing patron emails
- Stay up to date on Supporter/Partner benefits, promotions, and programming at all venues
- Assist in fundraising initiatives for the Public Theater

### Requirements:

- Ability to sit or stand for long periods of time using a desktop computer
- Excellent communication skills
- Ability to achieve thoroughness and accuracy while multitasking
- Demonstrated ability to listen, elicit information efficiently, comprehend, and resolve complex patron requests
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, positivity, and courteousness
- Experience with credit card transactions
- Previous Call Center or Box Office experience preferred
- Knowledge of/experience with Tessitura or other ticketing platforms preferred
- Bilingual a plus
- Ability to work varied shifts, including evenings, weekends, and holidays
- High School Diploma or equivalent

The Public is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. Applicants from populations underrepresented in the theater field are strongly encouraged to apply. All qualified applications will receive consideration for

employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, ability, age, or veteran status.

This is a Non-Exempt position, according the Fair Labor Standards Act. Position is available immediately.

To apply, please click here: <https://publictheaterfoh.typeform.com/to/LD2wCi>

Phone calls, emails, and visits will not be accepted during the application process