



**West Coast Regional Season Ticket Office  
Call Center Customer Service Representative**

Call Center Customer Service Representatives provide over the phone accurate and up-to-date information to all current and potential season ticket holders in a friendly, professional manner. This position (located in San Diego) requires attention to detail and a passion for providing excellent customer service to Season Ticket Holders at the country's top touring Broadway venues. **Great Part-Time Position!! Part-time/30 hours a week M-F**

The ideal candidate would be a motivated and enthusiastic individual with a mind toward excellent customer service and someone who has a passion for being part of a productive, inclusive and diverse workforce.

**PRIMARY DUTIES**

- Maintain current and competent knowledge of season programming for five cities and databases.
- Accessing Season Ticket Holder accounts for the purpose of updating, selling, renewing and maintaining accurate ticketing data.
- Work with supervisory and peer support servicing in bound phone calls from Season Ticket Holders.
- Work Season Ticket Services window for Broadway San Diego Season Ticket events
- Perform tasks necessary to complete patron service needs and requests such as email responses, order processing, processing errors, payment issues, and any other service-related tasks
- Must be a self-starter and have the ability to work independently or with a team
- Order processing, processing errors, payment issues, returned mail, ticket printing / mailing and any other service-related tasks
- Stay in phone rotation to ensure the lowest possible wait times
- Other duties as assigned by the Call Center Manager or Director of Season Ticketing

**REQUIREMENTS**

- Experience with a comprehensive ticketing system (Ticketmaster Archtics database experience a plus, other system experiences will be considered)
- Strong attention to detail
- Professional, articulate, dependable and customer service-oriented demeanor
- General understanding of basic computers and a strong passion to learn
- Basic knowledge and proficiency with Microsoft Office Suite Excel, Word, Outlook
- Ability to sit, type and work at a computer for extended periods of time.
- Ability to communicate patiently, effectively and clearly with patrons, management and co-workers

- Ability to multitask, while working on several applications and prioritize accordingly
- Ability to communicate patiently, effectively and clearly with patrons, management and co-workers
- Ability to resolve customer concerns and process customer requests in an effective and efficient manner

**OTHER**

- Experience with Zendesk customer service preferred, but not necessary
- Previous call center experience preferred, but not necessary

**REPORTS TO:** Call Center Manager  
**WORK SCHEDULE:** Part-time/30 hours a week M--F  
**STATUS:** Non-exempt  
**COMPENSATION:** \$15.00hr

Nederlander requires all employees to be fully vaccinated against COVID-19 (with an FDA authorized vaccine) before entering a Company workplace. The policy is subject to reasonable accommodation, if possible, for those who are medically unable to be vaccinated or due to a sincerely held religious belief.

Please know that we are committed to doing everything we can to maintain a safe and healthy workplace. In addition to the vaccine policy mentioned above, we have implemented the following measures for a safe environment:

- **VENTILATION** - We have upgraded to a greater filtration with MERV-13 filters and maximizing fresh air flow in the venue and offices.
- **MASKING** – Our policy is to have all staff wear masks at all times, especially in public places such as the breakrooms, hallways, restrooms, stairs and elevators and to only remove masks in situations such as eating or drinking or alone in a closed office.
- **HAND HYGIENE** - We have hand sanitizer stations throughout the office and staff are encouraged to practice good hand hygiene. We also installed auto flushing toilets, new hot water heater and increased office cleaning (including carpets).

We are requiring any employee feeling ill, exhibiting any symptoms associated with COVID-19 (*e.g.*, fever or chills; cough; shortness of breath; fatigue; muscle or body aches; headache; new loss of taste or smell; sore throat; congestion or runny nose; nausea or vomiting; diarrhea), or with known exposure to COVID-19 within the last 14 days, to stay home and contact their supervisor.

Nederlander is committed to a workplace where everyone is free from bias, prejudice, discrimination and harassment. The organization strives to ensure a welcoming work environment where everyone belongs and is valued, encouraged & respected for their unique contributions. We are focused on building a culture that acknowledges and values Diversity, Equity and Inclusion.

**HOW TO APPLY:**We are an equal opportunity employer and welcome all to apply. Interested candidates should send a cover letter and resume to [applysd@nederlander.com](mailto:applysd@nederlander.com). Confidential inquiries welcome.