



**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 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 28 hours per week**

**Paid training 9:45AM to 4PM (2-weeks) and one Saturday 9AM to 1PM**

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 seven markets and seven 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 in seven different markets.
- 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**

- Ability to sit, type and navigate several computer databases, for extended periods of time
- Mandatory 2-3 week training to learn each market and their database requirements, including 1 half-day on a Saturday.
- 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 navigate several computer databases, 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 necessarily**
- **Previous call center experience preferred, but not necessary**

**REPORTS TO:** Call Center Manager  
**WORK SCHEDULE:** Part-time 28 hours per week  
**STATUS:** Non-exempt  
**COMPENSATION:** \$16.50 per hour

**Nederlander is requiring all employees to be fully vaccinated** (with an FDA authorized vaccine) **INCLUDING A BOOSTER SHOT, as a condition of employment, with reasonable accommodations** (if and where possible) **for those employees presenting legitimate reasons, i.e., disability or religious belief, for declining a COVID-19 vaccine.** At this time, all California residents age 16 and older are eligible for a booster shot at least 6 months after completing primary COVID-19 vaccination series for Pfizer and Moderna or at least 2 months for Johnson & Johnson per the CDC Guidelines COVID-19 Vaccine Booster Shots | CDC: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/booster-shot.html>.

**As such, Nederlander has a deadline of your official start date to provide either proof of FDA authorized booster vaccination or the date of eligibility for the booster vaccination by presenting proof of your most recent FDA authorized vaccination**

Please know that we are committed to doing everything we can to maintain a safe and healthy workplace.

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 [mdechristian@nederlander.com](mailto:mdechristian@nederlander.com). Confidential inquiries welcome.