



## Phone Ambassador Position

### The Role:

- Answer and route all inbound calls while providing information regarding performances, ticket information, and general information for Broadway In Boston and the Boston Ballet's policies. The applicant should be solution oriented and ready to help. *This is a part-time position of 8 – 20 hours a week depending on show schedule.*

### Responsibilities:

- Answer all in-coming calls and emails. Provide answers to inquiries as they relate to any area of the operation
- Assist customers by effectively communicating our shows and related programs in a kind and friendly manner
- Resolve customer issues promptly and accurately in a manner that promotes and builds customer loyalty
- Be knowledgeable of all shows on sale and ticketing information
- Other administrative duties as assigned

### Job Requirements:

- High School diploma
- Working knowledge of Microsoft Office modules
- Knowledge of theatrical industry and operation
- Excellent written and verbal communication skills
- Ability to prioritize and organize and work in a fast-paced, high-volume environment
- Discretion regarding confidential information
- Ability to work a flexible schedule including days, evenings and weekends
- Strong active listening skills
- Highly organized and attentive to detail
- Problem-solving skills, ability to think quickly on your feet



- Ability to maintain a calm and polite manner in stressful situations

**Physical Demands/Working Environment:**

- Work environment is fast-paced
- Position requires extended periods of prolonged standing, bending, stooping, reaching, and telephonic communications
- Must be able to lift or move up to 25 lbs using proper lifting techniques

TO APPLY: Please email your resume to [info@citizensbankoperahouse.com](mailto:info@citizensbankoperahouse.com)

Applicants for employment in the U.S. must possess work authorization which does not require sponsorship by the employer for a visa.

EQUAL EMPLOYMENT OPPORTUNITY Citizen Bank Opera House strongly supports equal employment opportunity for all applicants regardless of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, genetic information, or any other characteristic protected by state or federal law. HIRING PRACTICES The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.