



PART-TIME TICKET SELLER

POSITION SUMMARY

Reporting to the Box Office Associate, the Ticket Seller performs duties related to ticket sales, customer service, and other administrative work for the Historic Tennessee Theatre Foundation (HTTF), a nonprofit organization. This is a part-time position.

ABOUT THE TENNESSEE THEATRE

The Tennessee Theatre is an ornate, historic movie palace fully renovated into a multi-purpose performing arts venue. It hosts more than 175 events annually, ranging from touring concerts, comedy, and Broadway; resident symphony, opera, and jazz performances; classic movies; children and family events; patron events; and private rental events. It is a treasured architectural landmark, a cultural cornerstone of the region, and an entertainment destination beloved by generations of audiences. The HTTF mission is to preserve, maintain, and operate the Official State Theatre of Tennessee as a performing arts and entertainment venue for the benefit and enjoyment of all.

The Tennessee Theatre seeks a highly detail-oriented and technology savvy self-starter to perform essential duties in ticket sales, customer service, and general administrative support for the Tennessee Theatre. The Ticket Seller plays an important role by serving ticket customers during events.

PRIMARY DUTIES AND RESPONSIBILITIES

- Selling event tickets in Ticketmaster's Archtics system at the Box Office during events. Nights and weekends are required.
- Collecting payments by accepting cash, check, or charge payments from customers and giving accurate change to cash customers.
- Resolving ticketing issues requiring thorough investigation within multiple ticketing systems.
- Handling customer inquiries at the Box Office during events about ticket availability, accessing digital tickets, and other general questions; directing inquiries to other appropriate team members.

QUALIFICATIONS

- A minimum of two years in customer service or live event industry, with direct ticketing experience preferred.
- Associate degree, bachelor's degree preferred (or equivalent combination of training, education, or experience).
- Computer literacy and technology proficiency in standard word processing, spreadsheet and ticketing software applications required.
- Ability to work independently in a busy, sometimes noisy environment.
- Knowledge of the modern ticketing environment, including third-party sellers.
- Excellent interpersonal skills.
- Able to communicate exceptionally via phone, email and in person.
- Availability to work frequent nights and weekends.
- Quick learner and ability to apply new knowledge.

HOW TO APPLY

Please submit resume and cover letter to Marie Kolzow at mkolzow@tennesseetheatre.com. Candidates will be screened and applicants will be contacted if an interview is requested. No phone calls, please.