

# TPR.

## TICKETING CUSTOMER SERVICE REPRESENTATIVE

### POSITION SUMMARY

---

The Ticketing Customer Service Representative is responsible for providing excellent customer service and support to patrons inquiring about ticket sales, event information, and resolving any ticketing issues. This role involves working directly with customers over the phone, via email, or in person to assist with purchasing tickets, processing refunds or exchanges, and addressing any concerns related to the event or venue. The ideal candidate will possess strong communication skills, attention to detail, and the ability to work in a fast-paced environment.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

---

The essential functions include, but are not limited to the following:

- **Ticket Sales and Support:** Assist customers with purchasing tickets, answering inquiries about events, seating arrangements, pricing, and availability.
- **Customer Assistance:** Provide exceptional service by addressing customer questions, resolving complaints, and processing ticket exchanges or refunds as needed.
- **System Management:** Utilize ticketing software to process sales, manage event inventory, and update customer information.
- **Event Information:** Stay informed about upcoming events, seating layouts, special promotions, and ticketing policies to provide accurate information to customers.
- **Problem Solving:** Address and resolve issues such as lost tickets, incorrect seating, or other ticket-related concerns.
- **Payment Processing:** Handle various payment methods, including credit cards and cash, ensuring accurate transactions and balancing cash drawers.
- **Team Collaboration:** Work closely with event organizers, box office staff, and other departments to ensure a smooth ticketing process.
- **Complimentary Ticket Distribution ("Papering"):** Coordinate ticketing and papering efforts by reaching out to organizations and partners to distribute complimentary tickets, ensuring event attendance and successfully filling the venue.

### QUALIFICATIONS:

---

**Education:** High school diploma or equivalent required. An Associate's degree in a related field is a plus.

**Experience:** Prior experience in customer service or ticketing operations is preferred.

**Skills:**

- Strong communication and interpersonal skills.
  - Ability to work in a high-pressure, fast-paced environment.
  - Proficiency in ticketing systems or customer management software.
  - Excellent problem-solving abilities and attention to detail.
  - Basic math skills for payment processing.
- 

**Report to:** Ticketing Manager

**Classification:** Full-time, Non-Exempt, Hybrid (In Office Tuesday, Wednesday, Thursday)

**Salary range:** \$17-22 an hour

**Location:** Costa Mesa, CA or Nashville, TN

**Benefits:**

- Health, Dental, Vision and Life Insurance
- Short term & Long term disability insurance
- FSA
- Paid time off and paid company holiday
- 401(k) plan with company match

*TPR. is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.*

**TO APPLY:**

Please send Resume, Cover Letter, Myers-Briggs profile and StrengthsFinder (if you've taken it) with subject line "Ticketing Customer Service Rep Application" to [trisha.york@tprlive.co](mailto:trisha.york@tprlive.co)