

Manitoba Theatre for Young People

Job Title: Customer Service Representatives

Reports to: Customer Service Manager

Category: Part-time, casual

Primary Duties and Responsibilities

Customer Service Representatives (CSR's) are responsible for engaging patrons in a warm and friendly manner, and to ensure the highest possible level of customer service on behalf of MTYP. Reporting to, and working closely with the Customer Service Manager (CSManager), CSR's work to meet or exceed MTYP's frontline service goals with respect to supporting patrons booking shows and/or registering for Theatre School activities. CSR's also regularly serve as reception to the public, both in person and via phone or email communications, and provide general administrative support. It is common for CSR's to be the primary administration staff person during shifts when scheduled for evenings or weekends when educational programming is running and FOH personnel are not on site.

Customer Service Representatives responsibilities include, but are not limited to the following:

- Maintain accurate entries in the MTYP customer relationship management (CRM) database, for customer contacts and all transactions.
- Prepare reports, including contact and/or class lists, sales, and other financial summaries as directed.
- Ensure accurate posting of transactions at end of shift and forward reports as needed for deposits.
- Maintain an accurate cash float during all shifts.
- In consultation with the CSManager, and/or within articulated parameters, resolve customer service concerns that may arise.
- Resolve any technical issues for internal or online access to MTYP's CRM/ticketing software or escalate to the CSManager where unable to directly resolve.
- Provide administrative support to other departments, in particular Theatre School, as assigned by the CSManager. This can include daily or project based tasks and could additionally require consultation and collaboration with other part-time CSR's.
- Support the Front of House and Facilities Manager, or FOH supervisor on shift during all performances supported by MTYP box office (including rentals, if applicable). Support shall be in the form of providing house counts, seating maps and other administrative needs that may arise.
- Notify the FOH and Facilities Manager and CSManager of any facility matters that may arise and/or be brought to attention during scheduled shifts.
- Support the School Sales Coordinator in serving educators and schools booking school shows and tour dates.
- Assist the CSManager in the preparation of seasonal and/or sessional pricing of subscriptions packages, single tickets, group sales, discounts and complimentary tickets.
- Other duties as may be reasonable assigned by the CSManager.