

POSITION TITLE:	PRIORITY SERVICES CALLER
REPORTING RELATIONSHIPS: REPORTS TO:	Director of Priority Services Priority Services Manager Applicable Supervisor
DIRECT REPORTS INCLUDE:	None
WORK SCHEDULE:	Part time, Flexible shift available 7 days a week. Minimum hours are required per Priority Services Department Policy.
STATUS:	Non-Exempt Hourly
COMPENSATION:	Hourly wage plus commission & bonuses

POSITION SUMMARY:

Makes out-bound sales calls for Center Theatre Group subscriptions.

PRIMARY RESPONSIBILITIES:

1. Makes out-bound sales calls to patrons in order to sell subscriptions to Center Theatre Group's theatre season. Makes a strong effort to maximize volume of calls, contact levels and sales. Supports the sales goals for the seasonal campaigns.
2. Maintains minimum sales goals and hours set by the Priority Services department.
3. Maintains an enthusiastic positive rapport with patrons by providing complete assistance and correct information with the utmost deference and friendliness when taking subscription orders.
4. Maintains accurate records of all sales, both on patron order forms and for daily timecards, patron lead sheets and any other forms required by the department and company.
5. Attends all training sessions and has complete knowledge of the productions being presented as part of the season for the Ahmanson, Mark Taper Forum and Kirk Douglas Theatres. Has total knowledge of CTG ticketing policies and how they relate to the patrons subscription order.
6. Is a member of the annual renewal campaigns, if all requirements have been met.
7. Maintains Center Theatre Group and Priority Services' high standard of customer service and professionalism when dealing with all patrons and staff.
8. All other duties as assigned.

SECONDARY RESPONSIBILITIES:

1. Attends outside theatre to maintain all around knowledge
2. Attends an annual development review with the Director of Priority Services.
3. Maintains a clean and neat environment in the Priority Services Bungalow.
4. Makes considerable effort to attend all productions offered by Center Theatre Group as offered.

CTG provides a dynamic working environment in which duties and responsibilities may change. Employees are expected to be flexible and responsive to changes in the scope of their duties. All employees are expected to be familiar with and adhere to Center Theatre Group's Personnel Policies and Procedures.

QUALIFICATIONS:

A. Knowledge and essential skills

1. General knowledge of live theatre
2. Sales skill with a friendly and service-oriented demeanor
3. Ability to work in a cohesive and respectful manner with fellow staff members
4. Ability to communicate effectively and create an excellent rapport with people outside the organization, representing the organization to customers, the public, government, and other external sources in an articulate and persuasive manner telephonically and in-person
5. Familiarity with telephone systems and office equipment

B. Essential functions and capabilities

1. Ability to speak English fluently is essential
2. Bilingual is a plus but not mandatory
3. Ability to write legibly
4. Ability to sit in workstation, write and be on the telephone for long periods of time

C. Education, Experience and Licensing

1. Theatre Education/Experience helpful
2. Sales experience desirable