

POSITION: Ticket Agent – Box Office

LOCATION: Majestic Theatre & Charline McCombs Empire Theatre, San Antonio, TX

HOURS: Part Time, flexible and extended hours, including nights, weekends, and holidays, in addition to normal office hours

COMPENSATION: \$10.75 per hour

ABOUT THE POSITION

- Selling Majestic & Empire tickets to patrons in person at the Box Office.
- Assisting patrons with ticketing needs and questions.
- Distributing will call tickets
- Answering box office phones
- Working as a team to ensure positive patron experiences.

PEOPLE, PLACES, and THINGS

- San Antonio's beloved landmarks the Majestic Theatre (92 years), Charline McCombs Empire Theatre (107 years) bringing live entertainment to the heart of downtown. The Majestic Theatre won San Antonio Magazine's Best Performing Arts Venue in 2019 & 2020.
- The Box Office team collaborates often with Marketing, Theatre Services, and Production teams on ticketing needs.
- This position will work in both the main box office beside the Majestic Theatre entrance as well as day/nights of shows at The Empire Box Office.
- Training and proficiency on Ticketmaster Systems (Host/Sales/Archtics) is vital to the success in this role.
- Box office regular hours are 12pm-5pm Mon-Thu 10am-5pm Fri, show nights and 12pm Saturday and Sunday show days.

EXPERIENCE and SKILLS

- Customer relations, phone etiquette, attention to detail.
- Knowledge of Windows based programs.
- Bilingual is a plus.
- Demonstrated experience with Customer Service and cash handling.
- Ability to maintain superior customer service both in person and over the phone.
- Capable of multi-tasking in a fast pace environment.

COMPETENCIES

- Must be able to type 30 wpm.

BENEFITS

- Flexible schedule
- Access to purchase great seat to shows
- Paid Parking
- Close to public Transportation

HOW TO APPLY

Email resume and cover letter including contact information for three professional references to sherrievillani@theambassadors.com. No phone calls, please. COVID-19 vaccination is a requirement of employment. Position is based in San Antonio, Texas.

Please place the job title in the subject line



Nothing beats the energy and excitement of a great live performance. That's why our mission is to bring the very best in music, theater, comedy, and more, to the largest possible number of people. Since 1992, we've grown to be a world leader in live entertainment. 10 million people a year attend live performances at one of our 50 iconic venues across North America, the United Kingdom and Germany. That number keeps growing. We partner with the world's top creative talent and present critically acclaimed productions which have won more than 80 Tony and Olivier Awards over the years. We also operate some of the world's most popular theatre ticketing sites, with 11 million and counting customers getting their tickets directly from us.

People are at the heart of our success. Our core values - Passionate, Smart, Collaborative and Ambitious - are about our people. Thousands of people work for ATG worldwide and it's their passion and commitment that allows us to create great live entertainment experiences.

Learn more about ATG, visit www.atg.co.uk/

ATG's Inclusion, Diversity, Equity, & Access Mission Statement

A Stage for Everyone

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG, we provide a stage for everyone.