



Box Office & Ticket Scanners

Cape Cod Melody Tent is seeking seasonal Box Office and Ticket Scanning Staff. Must be available June – Labor Day 2019; day and evening shifts available.

Responsibilities:

- Reports to Box Office Manager and works with management to address concerns or problems.
- Answer phone calls and greet customers in an upbeat, professional manner.
- Responds appropriately to customer questions relating to artist, venue, and event information.
- Processes customer requests regarding the tickets issued, gift cards, and memberships transactions.
- Issues receipts, tickets, gift-cards, memberships to customers, and packages tickets for mailing.
- Accurately identify admission prices and tabulate amounts due.
- Ticket scanning and selling merchandise.
- Addressing customer concerns courteously and respectfully.
- Manage customer's special requests; such as wheelchair seating or listening devices.
- Communicate relevant show-specific information, such as restricted use of electronic devices.
- Develop a thorough knowledge of the venue and immediate vicinity.

Required Skills and Qualifications:

- Provide professional and courteous customer service at all times.
- Attention to detail with regard to all show information and pricing.
- Communicate and coordinate effectively with management and peers.
- Reliable transportation to and from work

Cape Cod Melody Tent, located in Hyannis, MA, is a 2300 seat all-ages, seasonal, tented outdoor theater. We have been presenting national touring live music, children's theater, and comedy performances continuously for over 63 years.

Apply online at <http://www.melodytent.org/contact/employment-opportunities/>