



## Representative Job Description

The TKTS Patron Services Representatives are the official face of TDF at the TKTS booths. They assist patrons at the booths with all of their questions and are primarily charged with discussing the current theatrical offerings with potential ticket buyers. The goal of a Patron Services Representative is not to “push” certain shows or seats, but rather to help our patrons make informed decisions for themselves and get all of the information they need about any given show or shows. Representatives also assist in managing the lines – including moving the stanchions, directing patrons towards the open windows, and ensuring no one is cutting the line. Representatives should be well informed, kind, and passionate about the theatre in order to help our patrons understanding of the booths, our offerings, and improve our patron’s overall TKTS experience. The Representative position is part-time with an hourly base pay of \$16/hr with the potential for raises.

Representatives are expected to:

- Work year round at the TKTS Booths, mostly outdoors.
- Have an excellent working knowledge of the Broadway shows, the theater locations, and any other shows we may be offering in order to best help patrons.
- Be able to effectively communicate information about each show in an unbiased way
- Assist in the patron’s understanding of the TKTS booth’s operations, rules and functions.
- Assist in the function of the booths as required by the Supervisors, including line management.
- Attend meetings every other month with the entire Patron Services team
- Participate occasionally in special projects, by request of the Manager, such as handing out promotional flyers or creating social media content.
- Maintain a positive and upbeat atmosphere at all TKTS booths, and endeavor to make all of our patrons’ experiences with TKTS as positive as possible.