



REPRESENTATIVE JOB DESCRIPTION

Patron Services Representatives are the official face of the Theatre Development Fund on the TKTS lines at Times Square, South Street Seaport and Downtown Brooklyn. 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” or “sell” certain shows or seats, but rather to help our patrons to make informed decisions for themselves and get all the information they need about any given show or shows.

In a nutshell, Patron Services Representatives are well informed, kind, and passionate theatre professionals working for TDF/TKTS, in order to help our patrons’ understanding of the booths, and improve the overall TKTS experience. Like all TDF’s programming, they are trying to make theatre accessible to as many people as possible by improving the experience of the booths and simplify the sometimes overwhelming world of New York City Theatre.

Representatives are expected to:

- Work year round at the TKTS Booths, for the most part out-of doors.
- Have an excellent working knowledge of New York City in order to best help patrons (especially of the Theatres and their areas)
- Be able to discuss with patrons of TKTS the various shows we have on offer.
- Offer help to anyone looking for informational assistance at our Booths.
- Keep up to date with information on the current season of Broadway and Off-Broadway productions. This may include attending various shows which offer invitations to the team.
- Assist in Patron’s understanding of the TKTS Booth’s operations, rules, and function.
- Manage complaints and compliments at the point of sale (Supervisors Only).
- Assist in the normal function of the Booths as required.
- Occasionally participate in special projects, by request of the manager.
- Maintain a positive and upbeat atmosphere at all TKTS booths, and endeavor to make all patrons’ experiences with TKTS and the Theatre as positive as possible.