



JOB TITLE: Customer Service Associate

POSITIONS AVAILABLE: 1-2

REPORTS TO: Student Program Coordinator; Director of Theatre Education

DEADLINE TO APPLY: Until fulfilled

SUMMARY OF POSITION

The Customer Service Associate ensures an exceptional customer experience that supports CCT's mission and vision. The Customer Service Associate works in support of the management team to facilitate the completion of front of house activities and performs a variety of tasks related to CCT programming including class and private lesson registration, payment processing, customer assistance, general housekeeping and other related functions.

RESPONSIBILITIES

- Concisely answer customer inquiries regarding products, services, and processes.
- Greet students and parents, providing an enjoyable experience by engaging with them personally, responding to their needs in a timely manner, and providing them with necessary information and guidance before, during, and after class time.
- Receive and return phone calls/emails of general inquires related to products and services, verifying customer's understanding of information and answers.
- Record customer inquiries and responses using customer relations management software.
- Use customer relations management software to maintain accurate documentation of contacts, including student records and database.
- Assist customers with registration for CCT Academy classes and private lessons.
- Help facilitate CCT Academy classes by serving as an onsite, primary point of contact for teaching artists during class hours, ensuring classes begin and end on time, and providing customer support for waiting parents.
- Ensure attractive appearance of academy spaces through completion of housekeeping duties (ie. cleaning, dusting, sweeping, mopping and emptying trash).
- Communicate with Student Program Coordinator regarding customer requests and vendor-related concerns.
- Adhere to execution of established safety, security, quality and operations policies, procedures and practices.
- Maintain inventory of CCT Academy supplies, student t-shirts, and merchandise.

QUALIFICATIONS

- Must be at least 18 years old with reliable transportation.
- Minimum 2 year experience in a customer service field.
- Excellent communication skills, both written and verbal.
- Must be outgoing, friendly, and able to deal with problems in a fast-paced environment.
- Excellent organization skills and attention to detail.
- Ability to work independently and with minimal supervision.
- Must be able to work evenings and weekends.
- Familiarity with Microsoft Office and like products.
- Familiarity with theatre and live performance is a plus.
- Prior cash handling experience with no prior arrests, felonies, or convictions.
- Successfully pass a pre-employment screening including background and past employment verification.

COMPENSATION

- \$10/hourly with payment bi-weekly
- Approximately 5-15 hours weekly, primarily Tuesday, Thursday and some Friday shifts with sub shifts available occasionally (Shifts vary in length, 3-6hrs)

TO APPLY



Please send cover letter and resume to Student Program Coordinator by mail (177 E. Naghten St. Columbus 43215) OR email (Jesika.L@ColumbusChildrensTheatre.org).