



JOB OPPORTUNITY

Sales and Customer Service Representative

Classification: DC 1707 - Clerical

Position Summary

Provide exemplary customer service by maintaining and exceeding the high standards and reputation of 92nd Street Y.

Essential Functions

- Provide patrons with information about 92Y programs, classes and activities.
- Process all types of orders (ticket purchases, subscriptions, renewals, group sales, registrations, comps etc.) via telephone, mail and in person.
- Utilize effective selling techniques to maximize every patron interaction.
- Maintain a mailing list, catalog request and other data entry projects.
- Achieve prescribed levels customer satisfaction.
- Distribute information to customers and other departments of 92Y, including confirmations, reports and other communication.
- Engage in direct outbound activity to generate incremental sales.
- Other tasks and duties reasonably related to the job may be assigned.

Educational Requirements

- High School diploma or GED

In order to success, Sales and Customer Service representatives are required to:

- Present a polished demeanor and effectively communicate via phone, email and in-person with internal and external constituents.
- Have a minimum of 1-2 years sales experience in fast-paced, deadline-oriented environments, preferably within the entertainment or tourism industry.
- Possess a strong combination of creative, analytical, sales and customer service skills.
- Have experience with ticketing systems (Tessitura preferred) and MS Office.
- Possess strong interpersonal and written skills.

Hours of work

20 hour work week, hours/days vary. One hour meal breaks each day.

If you are interested in applying please email a cover letter and resume, with Customer Service as the subject heading, to Humanresources@92y.org

This is a union position and the successful candidate will be required to join DC1707

WE ARE AN EQUAL OPPORTUNITY EMPLOYER