

Detroit Opera

Call Center Representative

Job Posting

Title: Call Center Representative

Department: Box Office

Classification: Non-exempt, hourly, part-time, seasonal

Typical Work Schedule: Monday-Thursday 4:00-8:00pm (hours may vary by week)

Pay: \$17.00/hour plus sales commission

How to Apply: Qualified applicants should submit their resume to employment@detroitopera.org

Position Summary:

Detroit Opera's (DO) Box Office is bringing its telemarketing operations in-house for the 24/25 Season. Call Center representatives will solicit subscriptions for Opera and Dance by phone using patron leads provided by the box office. Leads include past subscribers and ticket buyers and do not include cold calls. Training will be provided. Call Center representatives should enjoy speaking with people, have a positive attitude, and be a strong advocate for the Detroit Opera. Training begins at the end of May 2024 with the campaign ending in October/November 2024 (based on sales).

Specific Responsibilities:

- Provide the best customer service when speaking with patrons.
- Answer any questions by patrons about the organization, the productions, and more.
- Solicit feedback from patrons who decline.
- Upsell patrons on additional single ticket purchases or donations.
- Track all calls via a provided call sheet.

Required Qualifications:

- Have a pleasant and clear speaking voice.
- Exude enthusiasm when discussing the 24/25 season offerings.
- Enjoy speaking with people on the phone.
- Time management skills.

- Ability to understand diverse perspectives and acknowledge the significance of differences and complexities in background, cultures, values and viewpoints as the foundation for an inclusive environment.

Desired Qualifications:

- Have an interest in the arts, particularly opera and/or dance.
- Have some sales training or skills.

Physical Demands/Work Environment:

- The person in this position must remain stationary for periods of time.
- The person in this position occasionally moves through the building to access files.
- The person should be prepared to work afternoons/evenings.

Application Deadline:

Job openings are posted for a minimum of seven calendar days. This job may be removed from posting boards and filled any time after the minimum posting period has ended. Applications will be reviewed as received throughout the posting period and continue until the position is filled.

Additional Information:

Detroit Opera is committed to recruiting and retaining a diverse workforce and encourages all employees to fully incorporate their diverse backgrounds, skills, and life experiences into their work and towards the fulfillment of the DO mission.

About Detroit Opera:

Founded in 1971, Detroit Opera (DO) is the premier multi-disciplined producer and presenter for opera, musical theatre, and dance in the Great Lakes Region. Based in the city of Detroit, the organization engages artists of national and international stature for stellar main stage and outreach performances and provides compelling cultural enrichment programs for the diverse audiences and communities that it serves, making it one of Detroit's pillars of arts and culture. DO is among a select few opera companies nationwide to own its theatre, the historic 2,700-seat Detroit Opera House, which is located in the heart of downtown Detroit.

DO is seen as the most innovative opera company in America. DO garnered great critical and popular acclaim during the pandemic for its socially distanced, drive-thru production of *Twilight : Gods*, an adaptation of Wagner's *Götterdämmerung*. Brainchild of new Artistic Director Yuval Sharon, *Twilight : Gods* was performed across multiple levels in DO's own parking structure and provided performance opportunities for local cast and orchestra members, in addition to international opera stars. Lauded for past projects such as his [reverse chronological staging](#) of Puccini's *La Bohème*, Sharon in July premiered a [high-tech reimaging](#) of a Wagner opera.

For more information, please visit <https://detroitopera.org>