



Drum Corps International

Marching Music's Major League™

Seasonal Customer Service Representative, Summer 2019

Indianapolis, IN

Drum Corps International (DCI) is the leader in producing events for the world's most elite and exclusive marching ensembles for student musicians and performers. The DCI Ticketing Department is an integral part of Drum Corps International operations that provides ticketing services for a 10-week summer season and on the day of show for more than 60 events in multiple locations across the country.

Location

Indianapolis, IN — *Locals only need apply*

Role Responsibilities

- Serve as initial contact for customers calling into the DCI office
- Provide outstanding customer service and troubleshooting to incoming calls:
 - + Customers purchasing tickets for our shows using the ShoWare Ticketing System
 - + General questions involving all aspects of DCI and the DCI Summer Tour
- Process group ticket orders for all events that use the Ticketmaster Classic Ticketing System
- Work with staff in printing, packaging, and shipping of individual ticket orders on a daily basis
- Answer ticketing questions that come through the Salesforce Case Queue
- Perform data entry and update transactions inside of the Salesforce CRM program
- Work various booths during the DCI World Championships in Indianapolis in August
- Assist other departments with tasks as time permits
- Other duties as assigned

Required Skills/Qualifications

- Previous customer service experience
- Experience with web-operated systems and Microsoft Office
- Able to work independently and with a team
- Able to handle fast-paced environments and troubleshoot during those times

Preferred Skills/Qualifications

- Previous experience in a ticketing box office or phone center environment
- Knowledge or experience with ticketing software (Ticketmaster, ShoWare, Etix, etc.)

Additional Information

This position may require extended hours in order to meet deadlines and may require minimal travel to events

Applications

Please email a cover letter showcasing your writing ability and general personality, a resume showcasing your relevant experience, and three references to **tickets@dc.org**