



Job Description

Position: Box Office Associate
Reports To: Box Office Manager
Status: Part-time; Non-Exempt
Schedule: 10-20 hours per week, Monday-Sunday, evening and weekends required

Role Summary

The Box Office Associate is responsible for serving patrons both over the phone and in person with all ticketing sales in conjunction with the Academy's two venues. The venues include a black box theatre (up to 650 person capacity) and the Academy Historic Theatre (835 person capacity). The Box Office Associate will be sure to create a welcoming and efficient environment for our patrons. The Box Office Associate will be responsible for processing sales and routinely updating patron demographic information in Audience View, the Academy's Customer Relationship Management system. Other duties may include reporting, merchandise sales, providing excellent customer service, creative problem solving, assistance in front of house needs, and various other administrative duties. This role is highly visible and will be working closely with not only the public on a daily basis, but many different staff members. High levels of quality customer service, openness to team work, and attention to detail is a must.

Essential Duties & Responsibilities

- Be the first line of communication to the public through all three venues' box offices.
- Perform all necessary duties that surround ticket sales including but not limited to: answering phones, providing assistance to patrons for online ticket sales, assistance in management of the box office in either venue in the absence of the Box Office Manager, and maintaining a professional and organized space.
- Work with staff and outside organizations to set up events in the Academy's ticketing system, help create and maintain seating manifests, and assist the Director of Finance on reporting and settlements of all event and daily box office statements under the leadership of the Box Office Manager.
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and represent the Academy to the general public in a positive manner.
- Collaborate with the Box Office Manager, at the direction of the Data Specialist, to perform highly detail oriented weekly updates of patron demographic records to ensure accuracy and consistency of information in Audience View.
- Assist in the management of all Academy merchandise sales including but not limited to gift certificates, concessions, t-shirts, etc.

- Perform all ticketing needs including but not limited to selling, comp ticket requests, discounts, sponsorship benefits, etc.
- Assist in the execution of Academy membership and/or subscription sales.

Qualifications

Minimum Qualifications

- Excellent verbal and written communication skills
- Proficiency with Microsoft Office including Word, Excel, Outlook, and other windows applications
- Ability to work in a sometimes fast paced and rapidly changing environment
- Excellent organization skills and ability to multi-task
- High level of attention to detail, particularly as related to English language grammar, spelling, and punctuation
- Must be able to work well independently but must be also capable of working as part of a team and able to lead, train, and motivate others.

Preferred Qualifications:

- Cash handling experience and experience in customer service
- High School Diploma or GED
- Data entry experience
- Knowledge of point of sales and customer relationship management systems is preferred.