



## **Job Description**

**Position:** Box Office Associate

**Reports To:** Box Office Manager/ Box Office Assistant Manager

**Status:** Part-time; Non-Exempt

**Pay:** \$12.50 per hour

**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 three venues. The venues include the Warehouse Theatre (black box theatre up to 600 person capacity), the Academy Historic Theatre (814 person capacity), and the Commerce Street Music Hall where the Academy hosts local bands and smaller music groups. 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 through Tessitura, the Academy's CRM (Customer Relationship Management) system. Other duties may include reporting, working events, 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 and openness to teamwork are 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: working events, answering phones, checking the box office email, providing assistance to patrons for online ticket sales, assistance in the management of the box office in either venue in the absence of the Box Office Manager, and maintaining a professional and organized space.
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and represent the Academy to the general public in a positive manner. • 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
- Must be able to work well independently but must also be 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
- Knowledge of point of sales and customer relationship management systems is preferred.