

Job/Position Title: Box Office Associate

Title of Position to Whom this job reports:

Box Office Manager

The following positions report to this job:

Box Office Volunteers

Position Purpose: This position is part time, hourly (non exempt). The purpose of the Box Office Associate position is to deliver the best customer service experience to patrons while representing ACT. This position is responsible for all ticketing interactions with patrons during performances.

Key Tasks, Duties, Roles & Responsibilities:

- Manage tickets for patrons coming to box office window
- Customer service
- Problem solving when there are ticketing issues
- Ability to work ticketing, phone and credit card systems
- Delegate tasks to volunteers as needed
- Reconcile cash drawer
- Any other duties as assigned by supervisory staff

Key Technical Skills & Knowledge required for the position:

- Basic math and cash management
- Friendly customer service
- Proficiency with telephone
- Comfortable with computers

Key Success Factors & Interpersonal Competencies required for the position:

- The ability to handle high volume of busy service
- Ability to problem solve and manage ticketing issues
- Delegation of tasks to the volunteers
- Remain friendly to all guests and staff

Performance Measures used to evaluate effectiveness in position:

- Managing problem ticket orders with ease and friendliness
- Organization of box office to manage lines prior to performances
- Reconciled cash and credit card orders at the end of shift
- Completing Checklist of duties