



**Marcus Performing Arts Center
Position Description**

Job Title	Part-time Box Office Associate
Department	Box Office
FLSA Status	Non-Exempt
Employment Status	Part Time

JOB SUMMARY

Under the direct supervision of the Box Office Managers and Event Ticketing Supervisors, the Box Office Associate provides exceptional customer support through calls and ticket windows sales.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Act as the Marcus Performing Arts Center representative to the public and tenants before and during the show.
- Serve, sell, and provide information to window, phone and mail customers. Also handles ticket exchanges.
- Address problems including patron seating dilemmas and customer complaints.
- Complete an end-of-day cash reconciliation "check out."
- Keep Box Office clean, supplied and orderly.

This job describes the general nature and scope of responsibilities for this position. Please note other duties and responsibilities may be assigned or removed at any time.

SCHEDULING REQUIREMENTS

- Weeknight as well as afternoon and evening shifts on Saturdays & Sundays.
- Availability must include at least two weeknight shifts and two weekend shifts.
- Actual scheduled hours vary from week to week depending on need, with typical schedule between 10-15 hours per week.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities required.

Education and Experience

- High School Diploma, college experience preferred. Previous customer service experience preferred. Previous cash handling/reconciliation experience preferred.

Knowledge, Skills & Abilities

- Ability to prioritize workload and solve practical problems.
- Ability to apply common sense understanding to carry out instructions furnished in written or oral form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to remain calm while under pressure.

- Ability to clearly communicate detailed information to the general public, vendors, Marcus Performing Arts Center tenants and other employees both in person, online and over the phone.
- Ability to effectively present information and respond to questions with patience.
- Ability to read, analyze and interpret instructions and documents.
- Ability to write standard documentation.
- Ability to add, subtract, multiply and divide all units of measure using whole numbers, common percentages and decimals.
- Ability to operate various office equipment including a phone, computer (knowledge of Excel), and ten-key calculator.
- Must be capable of operating custom ticketing software: *Archtics* by Ticketmaster and *Tessitura* by Impresario or others as indicated by the Marcus Performing Arts Center.
- Ability to be appreciative of diverse perspectives, and a commitment to the organization's initiatives regarding racial equity, diversity, and inclusion (REDI)

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily performs work in an office environment. While performing the duties of this job, the employee is required to stand, sit, talk or hear and operate, handle or touch objects, tools, or controls extensively. Occasionally move around the office and access or use computers, office equipment, and any other pertinent supplies, space or equipment used to perform the duties of the position. The employee is also occasionally required to walk, stoop, kneel, crouch or crawl and reach above the shoulders. The ability to lift up to 10 pounds is required. Close vision and the ability to adjust focus are required. Work with frequent interruption.

The noise level in the work environment is moderate.