



Box Office Assistant

Appalachian Theatre of the High Country

Position Status:	Part-time, Temporary
Schedule:	15-25 hours/week, frequent weekends, nights & holidays
Compensation:	\$10-\$13/hour
Benefits:	Not Eligible
Reports to:	Patron Services Manager

The Box Office Assistant is a professional, front-line position responsible for implementing financial and operational procedures of a busy ticket office, helping walk-ins and providing general office support. This will require a dependable self-motivated individual who can comfortably deliver superior customer service in a fast paced, occasionally high stress work environment.

Box Office:

- Follow Box Office procedures and policies insuring an excellent level of service to patrons, season ticket holders, donors, volunteers, and patrons with special needs
- Sell tickets, process complimentary ticket orders and group and corporate sales via phone, fax, email, mail, online and in person.
- Maintain accurate customer information, donation, volunteer and sales records utilizing computerized Box Office system.
- Prepare deposits and accurate shift settlement reports
- Provide patron and Box Office services for performances, (evenings & matinees) as needed
- Performs financial reconciliations of reported sales against cash register; researches discrepancies.
- Maintains records of all daily deposits and ticket sales.
- Processes and maintains records for special ticket requests from producers.
- Resolves patron problems and night of show issues related to ticketing.
- Creates and runs custom and existing reports from ticketing system.
- Performs cashier duties as needed.

General Office & Reception:

- Greet and assist walk-in traffic. Coordinate with Patron Services Manager to provide consistent window and phone coverage during business hours.
- Answer phones, copy, collate and provide general clerical support for theatre staff.
- Performs filing, copying, e-mail communications, and updates the phone auto attendant.
- Provides general and event-related information to the public.
- Maintain an accurate database for patrons, members and volunteers. Prepare mailings.
- Updates websites' event listings and Facebook account.
- Proactively maintain a professional, friendly, customer service oriented work environment.

Team Duties:

- Assist in office cleaning, organization and maintenance.
- Preserve and protect all resources and assets of the ATHC.
- Participate in fundraising and volunteer events.

And other duties as assigned by the Patron Services Manager and Executive Director.

Requirements

- 2 years customer service & computer experience in Microsoft Office - Box Office systems a plus
- Accuracy, solid accounting skills and good follow-through

- High stress tolerance – Commitment to Excellent Customer Service
- Fluent in English and understands and carries out oral and written instructions and work schedules.
- Works a flexible schedule with some holiday and weekend work required.
- Excellent communication and phone skills
- Positive attitude, flexible team player – professional
- Organized and able to easily handle several jobs simultaneously
- Creative problem solver, able to work with minimal supervision

Working Conditions:

Position requires prolonged sitting, standing, walking, climbing stairs, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires far and near vision, color vision and peripheral vision when reading and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required and occasionally lift and/or move up to 50 pounds. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Work Environment:

The noise level in the work environment is usually moderate. Temperatures can vary from location to location, with some events being held outside.

Application Procedure:

Interested candidates should provide a letter of interest, resume, contact information for three professional references, and salary requirements in PDF format via email to hire@apptheatre.org. No phone calls or visits.