Jefferson Center Foundation
Job Description

TITLE: Box Office Assistant

OPERATING UNIT: Patron Services

JOB DESCRIPTION: This position is primarily responsible for customer service and ticket sales. Responsibilities include fielding and responding to all patron service-related inquiries and concerns, processing of all ticket orders, lobby and telephone reception duties, and placement and presentation of current marketing and promotional materials in the entry and lobby areas.

REPORTS TO: Programming & Box Office Manager

DIRECT REPORTS: N/A

FLSA CLASSIFICATION: Part-time/Nonexempt

PRIMARY JOB RESPONSIBILITIES:

- Assist patrons purchase tickets over the telephone, in person, and support online ticket sales using the Patron Manager ticketing software.
- Present a positive and welcoming first impression to patrons and provide quality customer service by responding in a timely manner to walk-in patrons, phone calls, and emails.
- Provide customers with expedient responses to requests and problems, using a broad, precise knowledge of Jefferson Center’s performances, policies and services.
- Update posted information and keep display cases and front counters clean and organized.
- Reconcile box office receipts at the end of each shift; count change drawer; prepare and submit daily reports.
- Assist other staff members and departments with projects as requested including acting as backup assistance for general calls.
- Perform other duties as assigned.

REQUIRED QUALIFICATIONS:

- High school graduate or equivalent.
- Minimum of two years in customer service and cash handling experience.
- Proficiency with Windows based computer systems and Google applications.
- Reliable transportation
• Ability to work efficiently with little or no supervision
• Excellent communication skills both verbal and written.
• Ability to plan, organize and prioritize work, while managing multiple deadlines.
• General knowledge of box office practices and principles.
• Ability to work nights and weekends.
• Pleasant demeanor and polite attitude toward patrons.

PREFERRED QUALIFICATIONS:

• Prior box office experience
• 3-5 years customer service experience
• Experience with Patron Manager software and ticketing system
• Knowledge and experience in a performing arts setting

Updated 10/03/19