



Box Office Associate

The Perkinson Center for the Arts and Education is seeking customer service-oriented candidates for the part-time position of Box Office Associate. This position will attend to sales and administration in the Perkinson Center box office. Perkinson Center Box Office Associates work closely with the Front of House team to ensure all patrons receive the highest level of customer service. This is an hourly, part-time position. Flexibility is also needed around evening and weekend availability.

Hours: Part Time Position

Hourly wage: \$20.00

Responsibilities/Duties:

- Attend to ticket sales during regular business hours and during scheduled performances in person and by phone through our online ticketing system (Audience View).
- Maintain a working knowledge of our online ticketing system (Audience View), ticket scanners, and ticket printers and possess the ability to troubleshoot these systems should the need arise.
- Direct non-box office inquiries to the appropriate staff member.
- Receive and sign for deliveries to the Center and ensure items are delivered or stored in the appropriate department.
- Assist the House Manager/Supervisor on duty with overseeing the lobby during business hour/scheduled performances and address patron issues, questions, and concerns in a friendly and efficient manner.
- Establish a strong working knowledge of emergency procedures affiliated with the venue and possess a willingness to execute them should the need arise.
- Be knowledgeable about the company, current productions, current season, upcoming events, and how they may affect house operations.
- Assist all Perkinson Center staff with the completion of projects, as needed. Other duties as assigned.

Qualifications:

- Background in customer service – preferably with ticket sales.
- Experience in cash handling and operating POS systems
- Possess good verbal and written communication skills necessary to write clear and concise correspondence.
- Work independently and accept responsibility for designated assignments and demonstrate a willingness to work as a member of a team.
- Proficiency with computers (PC/MAC), ticketing software (as trained), and with Microsoft Office software.
- Ability to multitask and work in a high pressure and fast paced environment.
- Availability to work weekends and evenings, as needed.
- Assist all Perkinson Center staff with the completion of projects, as needed. Other duties as assigned.
- This position requires the ability to lift up to 25lbs.

To apply:

Send resume to jobs@perkinsoncenter.org with “Box Office Associate” in the subject line. No phone calls please.