



TICKET OFFICE ASSOCIATE

Employment Status:	Part-Time Casual
FLSA Status:	Non-Exempt
Experience Required	Work with public, retail, or customer service experience. Experience in performing arts industry preferred.
Minimum Education:	High School diploma or GED.
Department:	External Relations
Direct Supervisor:	Associate Director Ticketing
Supervisory Responsibility:	None
Primary Work Location:	Theatre and office setting
Certification:	None
Pay Rate:	\$15.75-17.25/hour

Job Summary:

The Ticket Office Associate assists with ticket sales and provides customer service in the Fox Tucson Theatre Ticket Office.

Scope of Responsibility:

The Ticket Office Associate is responsible for processing accurate transactions and securing cash receipts.

Essential Duties and Responsibilities:

- Assists customers with ticket purchases in-person, by phone, and via the website, resolving patron questions, concerns and problems quickly, calmly and diplomatically.
- Provides courteous customer service and answers to questions about the theatre, community, and ticketing/event information to patrons, community members, partners, promoters, tour management, etc.
- Works efficiently and accurately with the current ticket office software (Spektrix)
- Balances end-of-day sales paid by cash, check, credit card, and gift certificates
- Completes additional projects including data entry, ticket printing, etc.
- Functions as a representative of the theatre for visitors and directs inquiries to the appropriate staff
- Maintains ticket office security
- Maintains a clean and organized ticket office area

- Assists Ticketing Supervisor with daily ticket office responsibilities: reply to emails and ensure patron and other inquiries are accurately responded to in a timely, courteous and professional manner, and ensures will call/mailed tickets are printed and organized according to need.
- Assumes other special activities and responsibilities from time to time as required.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the experience, knowledge, skill, and/or abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS

- Ability to maintain a positive attitude and calm demeanor in a fast paced, high-volume environment.
- Capable of communicating professionally, positively and enthusiastically with patrons, donors, theatre staff, co-promoters, renters, artist agencies and other stakeholders.
- Experience in working with the public in a retail or customer service environment. Minimum of three years preferred.
- Experience in performing arts industry preferred.
- Proficient in MS Office Suite.
- Experience using ticketing software/CRM systems preferred.
- Ability to learn new software.
- Ability to handle cash responsibly and accurately.
- Shifts available Tuesday–Friday during the day, as well as weeknights and weekend hours.

****This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.**