

Glendale Arts Job Description

Job Title:	BOX OFFICE TICKET AGENT
Department:	Alex Theatre – Box Office
Reports To:	Box Office Manager
Subordinates:	None
FLSA Status:	Non-Exempt
Salary Range:	\$10.50 to \$15.00 per hour
Classification:	On-Call

Position Summary:

Box Office Ticket Agents report to the Box Office Manager and the Box Office Assistant and are responsible for assisting patrons with purchasing tickets at the box office windows and by telephone and mail, and for processing and distributing Will Call tickets.

Essential Functions and Responsibilities:

- Assist patrons with purchasing tickets at the box office windows and by telephone.
- Follow established box office accounting policies and procedures regarding daily receipts, deposits, cash handling, etc.
- Balance daily cash drawer bank and reconcile to daily operator summary.
- Prepare will-call tickets for Box Office pick-up by patrons and prepare ticket orders which are to be mailed.
- Resolve patron concerns and complaints regarding ticket purchases.
- Other duties and responsibilities may be added at the Alex Theatre/Glendale Arts' discretion.

Job Requirements and Qualifications:

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 ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- Previous experience working with the public in a retail environment. Previous box office experience is preferred, but not required.
- Previous cash handling and credit card transaction experience preferred.

Knowledge and Skills

- Excellent telephone, English language communication, and customer service skills.
- Professional demeanor and appearance.
- A team player who is able to work well with others under/in sometimes stressful conditions/ environments.
- The ability to work and communicate effectively with people of diverse cultural backgrounds.
- Must demonstrate ability to make change accurately.
- Computer proficiency required with demonstrated familiarity with Microsoft Word, Excel, and Outlook.
- Fluency in a second language is preferred, but not required (Armenian and/or Spanish particularly desirable).

- Professional demeanor and appearance.

Other

- Must be bondable.
- Must have the ability to work a flexible schedule, including evenings, weekends, and some holidays.

Physical Demands:

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms, and talk or hear. The employee is frequently required to sit and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus. The employee will regularly use the telephone, computer, and a headset/microphone.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.