



JOB TITLE: Box Office Associate

POSITION TYPE: Seasonal Part Time

REPORTS TO: Box Office Manager & Managing Director

PAY SCALE: \$13.50/hour

JOB DESCRIPTION:

The Box Office is responsible for supporting the daily activities of the ticketing department. The Box Office Associate is responsible for providing a high level of customer service and efficient daily operations. Box Office Associate will be responsible for daily sales, patron account management, daily sales deposits/reporting, answering phone calls/emails/guest interactions. Role is highly visible to patrons and must lead by example with positivity, enthusiasm, and professionalism.

ESSENTIAL JOB DUTIES

Responsibilities:

- Foster and maintain a strong relationship with Gretna Theatre Patrons and the Mount Gretna Community
- Process sales for patrons in-person, over the phone, and through email
- Assist with generating daily ticket reports
- Oversee ticket sales and merchandise sales
- Properly maintain sales reports and cash drawers, prepare daily deposits, log and secure all cash drawers and deposits along with Box Office Manager
- Maintain proper documentation for all sales with Box Office Manager
- Maintain proper financial controls including, but not limited to, dual-control on all cash handling, signatures on all reports, etc
- Provide excellent customer service, respond promptly to any and all customers inquiries and requests, and maintain customer service standards

Qualifications:

- Ability to work independently, motivate fellow employees
- Ability to multitask, prioritize multiple issues/situations in a high paced environment
- Position requires a flexible schedule, including evenings and weekends
- Proficiency with Google Docs, Google Sheets, etc
- Strong conflict resolution skills, positive mentality, and excellent customer service skills





Additional Skills Preferred, But Not Required:

- Retail experience
- Cash handling experience
- Experience with a ticketing system
- Experience working with the general public

Organizational Values:

- Please follow this link to read about Gretna Theatre's Equal Employment Opportunity and Anti-Discrimination Policies: <https://www.gretnatheatre.org/eeo-hate-policies>

Contact:

- Please email resume to jobs@gretnatheatre.org

