

PT Box Office Associate

Job Summary:

Spruce Peak Performing Arts Center is seeking an enthusiastic and organized Box Office Associate to be a part of the Spruce Peak Performing Arts Center's team. Primary duties include selling tickets, keeping up to date with all ticketing policy and procedures, informing guests of upcoming events, data base entry and supporting development outreach.

Hours and Compensation:

Hours are 2 to 15 hours/week depending on show schedules and needs of Box Office Manager, expected to work all performances. Compensation \$18 an hour.

Reports to: Box Office Manager

Responsibilities & Requirements:

- Be an effective and enthusiastic first point of contact for the organization in person, on the phone, and via email and social media
- Speak knowledgeably with all types of people about events, programs, initiatives etc. happening in and around the theater
- Provide tours of the theater and lobby exhibit for visitors
- Keep the Box Office and public spaces clean and organized as needed
- Understand all policies and procedures, including the emergency evacuation plan
- Actively participate in training sessions for the Patron Manager CRM system in order to effectively sell tickets, perform exchanges, and process gift certificates
- Organize and update purchaser and donor data in Patron Manager CRM
- Assist the Marketing, Development, and Production teams on a variety of projects as assigned by manager
- Maintain a positive demeanor in a fast-paced work environment with both internal and external stressors

Qualifications

- Sales and customer service-related work experience
- Must be skilled with Microsoft Office and Point of Sale software.
- Must be able to professionally interact with all types of individuals in a courteous manner
- Prior experience with Patron Manager or other CRM software would be AMAZING
- Ability to lift 50lbs, desired,
- Interest in a career in arts administration and performing arts in particular would be ideal

EQUAL EMPLOYMENT OPPORTUNITY We strongly support equal employment opportunities for all applicants regardless of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, genetic information, or any other characteristic protected by state or federal law

To apply send resume and 3 work references to Julianne Nickerson, Education and Services Director at jnickerson@sprucepeakarts.org, subject: Box Office Associate {last name}. No phone calls please.