

**EDMONDS CENTER FOR THE ARTS
ANNOUNCES THE FOLLOWING
EMPLOYMENT OPPORTUNITY:**



POSITION: BOX OFFICE ASSOCIATE
CLOSES: Open Until filled
EMPLOYMENT STATUS: Part-Time, variable schedule and hours. (2 positions available)
COMPENSATION: Hourly Rate: DOE
REPORTS TO: Director of Patron Services, Box Office Manager.

JOB SUMMARY:

ECA's Box Office Associate will be responsible for providing our patrons with superior customer service, providing timely and complete information about ECA's facility and events. This individual will provide prompt responses to ticket sales inquiries and effectively market ECA as an attractive entertainment option. Some sales background is helpful in order to assist our patrons with ticket purchases using our web-based ticketing system. This is an ideal position for those who want or need flexibility in their schedules and also want to make a difference in their communities.

ESSENTIAL JOB FUNCTIONS:

- Process ticket orders over the phone, at the box office, and by mail using AudienceView Professional web-based ticketing system.
- Provide information on current and upcoming events over the phone and in person.
- Assist customers with all questions, problems, and concerns.
- Sell tickets at the theater on the nights of performances.
- Prepare daily reports and balance credit cards, cash, checks and ticket reports.
- Perform general office duties as required.
- Assist staff with special projects and events.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent communication and customer service skills.
- Excellent interpersonal skills and a friendly demeanor.
- Ability to work well under pressure.
- Attention to detail.
- Excellent computer skills, particularly in ticketing software and MS Office products. (*Training is provided for the successful candidate)
- Flexible schedule and reliable transportation. (Evening and weekend hours frequently required)
- Ability to work independently as well as in a collaborative environment.

EDUCATION AND EXPERIENCE:

- Minimum one-year retail, box office, or other relevant experience. (*Specialized training will be provided to the successful candidate)
- Knowledge of and interest in the performing arts.

WORKING CONDITIONS:

Position will require some daytime, evening, and weekend hours. Hours will vary each week dependent upon performance schedule.

NOTE: Pursuant to the Immigration Reform and Control Act, all new employees must present acceptable documents verifying identity and authorization to be employed in the United States. Additionally, all applicants must possess a valid Driver's License. Edmonds Center for the Arts is an Equal Opportunity Employer.

APPLICATION REQUIREMENTS:

Please mail or email cover letter describing qualifications, resume including references, and a completed ECA Application Form (available for download at www.ec4arts.org) to *Box Office Associate Search, Edmonds Center for the Arts, 410 4th Avenue N, Edmonds, WA 98020.* or E-mail: jim@ec4arts.org. Fax: 425-275-4487. **No phone calls please!** ***Please note:*** *Any individual requiring ADA accommodation during any part of the selection process should advise Edmonds Center for the Arts of the need.*