

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.
COMPENSATION:	Hourly Rate: \$16-\$18 per hour, dependent on experience
REPORTS TO:	Director of Patron Services, Box Office Manager

JOB SUMMARY:

ECA's Box Office Associate is primarily responsible for providing our patrons with the highest degree of customer service and providing timely and complete information about ECA's facility and events. A Box Office Associate provides prompt responses to ticket sales inquiries and effectively markets 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.

A Box Office Associate at ECA is committed to justice, equity, diversity, and inclusion, and strives to continuously reflect these values within both internal and external relationships. A Box Office Associate values a diverse team, is welcoming of different perspectives and approaches, and makes sure that their colleagues and partners feel valued and empowered.

ESSENTIAL JOB FUNCTIONS:

- Attend to and process ticket sales during regular business hours and during performances via phone, in person, by mail and by email using AudienceView Professional web-based ticketing system.
- Increase patron satisfaction and build loyalty by consistently providing personalized assistance by phone, email, and in person for questions, problems or concerns.
- Increase earned income through cross-sale and up-sale opportunities.
- Prepare basic daily reports and balance credit cards, cash, checks and ticket reports.
- Exercise discretion when handling confidential personal and financial information.
- Contribute to the environment of the box office in a manner that is conducive to customer service, sales promotion, and quality of work life.
- Perform general office duties as required.
- Assist staff with special projects and events.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent phone and verbal communication skills with the ability to foster outstanding customer service.
- Excellent interpersonal skills and a friendly demeanor.
- Ability to work well under pressure while maintaining a high level of poise and professionalism in all circumstances.
- Attention to detail.
- Excellent computer skills, particularly in ticketing software and MS Office products.
- 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:

- High School Diploma or equivalent required.
- Working Knowledge of Phone Handling, Cashiering, Customer Service
- 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 send **cover letter** describing qualifications, **resume**, three **references AND a completed EPFD/ECA Application Form** (available for download at <http://www.edmondscenterforthearts.org/about/1-employment>) to careers@ec4arts.org OR *Box Office Associate Search, Edmonds Center for the Arts, 410 4th Ave N, Edmonds, WA 98020.*

No phone calls please.

NOTE: An EPFD/ECA Application Form is required for all EPFD/ECA job openings. It is important that you review the application carefully. A candidate may be disqualified due to an incomplete application form. Any individual requiring ADA accommodation during any part of the selection process should advise EPFD/ECA of the need.