

EDMONDS CENTER FOR THE ARTS / EDMONDS PUBLIC FACILITIES DISTRICT

POSITION: Box Office Associate

EMPLOYMENT STATUS: Permanent, Part-Time, Variable Hours/Schedule, Non-Exempt

REPORTS TO: Box Office Supervisor, Box Office Manager

POSITION SALARY RANGE: \$35,360-\$43,950 (\$17.00-\$21.13 per hour)

BENEFITS: This position is eligible for a competitive package including:

Employee Assistance Program (EAP) • Healthcare & Daycare Flexible Savings Accounts (FSA) • Sick time in accordance with Washington State Guidelines, and 12 prorated paid holidays per year.

Position Summary:

Under the immediate direction of the Box Office Supervisor and Box Office Manager, a Box Office Associate is primarily responsible for providing our patrons with the highest degree of customer service and providing timely and complete information about Edmonds Center for the Arts 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 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 want to make a difference in their communities.

The ability to multitask, have astute attention to detail, and solid organizational skills will be essential in providing top-notch customer service and contributing to the overall success of each event. This position has a high level of interaction with the public and provides a proactive approach and dedication to excellence for the needs of a customer that will ensure a smooth and enjoyable experience. Like all employees at EPFD/ECA, the Box Office Associate must collaborate well with all team members and remain committed to EPFD/ECA's mission, goals, and values, while contributing to their evolution.

A Box Office Associate at EPFD/ECA is committed to justice, equity, diversity, and inclusion, and strives to continuously reflect these values within both internal and external relationships. An EPFD/ECA 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 Functions

- Represent ECA professionally, graciously, and enthusiastically.
- Attend to and process ticket sales during regular business hours and during performances via phone, in person, by mail and by email using web-based ticketing system.
- Be present in the Box Office during assigned shows and theatre events to check in guests, sell walk-in tickets, and provide support for general FOH needs.
- Assist patrons with questions, accessibility needs and/or ticketing issues.
- 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.
- Ability to work collaboratively and positively and 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.

- Support ECA employees with tasks as needed (e.g., setup and strike of VIP dinners and other events).
- Assist with rental events and other ECA events (e.g., Kidstock, Gala) as necessary.
- Attend department, staff, and other production related meetings, as required.
- Participate in other projects and duties as assigned.

PREFERRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Superior phone and verbal communication skills with the ability to foster outstanding customer service.
- Excellent communication, and interpersonal skills, including ability to work effectively with various departments, external partners, and diverse teams.
- Maintain a professional demeanor while working under pressure with the ability to remain calm and collected.
- Excellent attention to detail and time management skills.
- Inherent comfort level for quickly adapting to changing environments.
- Ability to take initiative, work independently and collaboratively to solve problems and improve efficiency.
- An ability to exercise a high level of professionalism, judgment, and above all, discretion, and confidentiality.
- Excellent computer skills including MS Office.
- Knowledge of web-based ticketing systems, a plus.

QUALIFICATIONS, EDUCATION AND EXPERIENCE:

- High School Diploma or equivalent (GED).
- 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.
- Professional appearance and demeanor.

WORKING CONDITIONS:

This position may have a moderate to high stress level associated with dealing with crowds of public visitors. The environment is primarily indoors.

This is a part-time position; hours of work must be flexible and varied to meet the demands of the events of the facility. Must be able to work extended and/or irregular hours including day, nights, weekends, and holidays, as needed. Must have reliable transportation.

- Standard office environment for administrative tasks. Mild level of movement around the venue. Periods of remaining in a stationary position in an office setting and operating a computer.
- Unexpected interruptions occur often, and stress level is moderate to high.
- Noise level is quiet to moderate.
- Ability to observe details at close range during computer use and document review.
- Repetitive use of hands and wrists on computers and equipment.
- The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- May require lifting, climbing stairs, carrying, bending, stooping, squatting, and kneeling.
- Occasionally may have to lift up to 40-pound items with or without assistance, while maintaining good balance.