

BOX OFFICE ASSOCIATE

Job Title: Box Office Associate

Department: Front of House, Box Office

Reports to: Box Office Manager

Job Type: Part time, variable hours that will often include some days, nights and weekends.

Salary Range or Pay Rate: Starting at \$15.00 per hour

About The Z

The Zeiterion Performing Arts Center (The “Z”) is a non-profit whose mission is to entertain, educate, and inspire our community by presenting a diverse array of high-quality performing artists and providing engaging learning opportunities that contribute to the cultural, social and economic vitality of the South Coast.

The Z is an equal opportunity employer. We celebrate equity and are committed to creating an inclusive, thriving environment for all employees including, but not limited to, a culture of antiracism in which we build policies, procedures, and a safe space for people from all backgrounds to feel valued in our employ, in our seats and on our stage.

POSITION OVERVIEW

Box Office Associates are often the first touchpoint for guests of our venue, making them a critical member of our guest relations team. They answer emails, take phone calls, and handle in person conversations to help the public purchase tickets to events and resolve customer service issues. The successful candidate will help The Z meet organizational sales and membership goals while providing efficient, courteous and accurate customer-service. The Box Office Associate plays a key role as the first point of contact for all visitors and callers and therefore must uphold the highest quality of customer care at all times.

RESPONSIBILITIES:

- Provide quality customer service while selling available ticket inventory by phone, emails, or in person at the box office windows.
- Be knowledgeable on pricing, seating charts, and actively promote all upcoming Zeiterion events.
- Accurately handle cash or credit card transactions and reconcile cash drawer at end of shift.
- Ensure compliance to all policies and procedures according to customer service principles and monitor all supplies for box offices.
- Prepare and administer Will Call, guests list, VIP passes, etc on an event day.
- Assist with other duties as assigned by the Box Office, Marketing & Development departments.

JOB SKILLS & QUALIFICATION REQUIREMENTS:

- Comfortable with customer engagement.
- Ability to work independently as well as in a team environment.
- Ability to operate basic computer software and technology such as a tablet, credit card swipe, and Point of Sale system.
- Ability to work nights and weekends for events.
- Ability to handle cash and credit card transactions.
- Ability to work and adapt to a high-paced, high-volume environment.

Education/Training

- High school diploma or equivalent.

Experience

- Experience in a customer service environment preferred.

Working Conditions

- Primarily seated for shifts in Box Office and occasionally at other locations

HOW TO APPLY:

- Email Box Office Manager at pcardoso@zeiterion.org

Applicant Information			
Last Name	First	M.I.	Date
Street Address		Apartment/Unit #	
City	State	Zip	
Phone	E-mail		
Date Available	Social Security No.	Desired Salary	
Position Applied for			
Are you legally eligible to work in the U.S.? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Have you ever worked for this company? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, when?			
Have you ever been convicted of a felony? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, explain.			

Education			
High School		Address	
From	To	Did you graduate? Yes <input type="checkbox"/> No <input type="checkbox"/>	Degree
College		Address	
From	To	Did you graduate? Yes <input type="checkbox"/> No <input type="checkbox"/>	Degree
Other		Address	
From	To	Did you graduate? Yes <input type="checkbox"/> No <input type="checkbox"/>	Degree

Employment History			
Company		From	To
Address		Phone #	
Supervisor		Responsibilities	
May we contact? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Company		From	To
Address		Phone #	
Supervisor		Responsibilities	
May we contact? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Company		From	To
Address		Phone #	
Supervisor		Responsibilities	
May we contact? Yes <input type="checkbox"/> No <input type="checkbox"/>			

References	
Full Name	Relationship
Company	Phone #
Address	
Full Name	Relationship
Company	Phone #
Address	
Full Name	Relationship
Company	Phone #
Address	

Disclaimer and Signature	
<p>I certify that the information contained in this application is correct to the best of my knowledge. I understand that to falsify information is grounds for refusing to hire me, or for discharge should I be hired.</p> <p>I authorize any person, organization or company listed on this application to furnish you any and all information concerning my previous employment, education and qualifications for employment. I also authorize you to request and receive such information.</p> <p>In consideration for my employment, I agree to abide by the rules and regulations of the company, which rules may be changed, withdrawn, added or interpreted at any time, at the company's sole option and without prior notice to me.</p> <p>I also acknowledge that my employment may be terminated, or any offer or acceptance of employment withdrawn, at any time, with or without cause, and with or without prior notice at the option of the company or myself.</p>	
Signature	Date