



TITLE: Box Office Sales Associate	Part-Time: \$12.00/HR
REPORTS TO: Chief Administrative Officer and Group Sales and Outreach Coordinator	HIRE DATE: Immediately
SUPERVISES: Non-supervisory	

SUMMARY DESCRIPTION: Box Office Sales Associates provide a high standard of customer care to the public in person, over the phone, and via email and regular mail. As the first contact customers have with the organization, they must embody the enthusiasm and professionalism needed to welcome and orient patrons to the Magik experience. Associates make sales of subscriptions, single tickets, groups, field trips, birthday parties, classes, camps, and special events.

RESPONSIBILITIES OF THIS AREA:

- Maintains familiarity with all productions and programs offered by the organization in order to enable them to answer customer questions and drive sales results
- Clearly and accurately describes and quotes show information, ticket policies, and rates
- Makes sales of subscriptions, single tickets, groups, field trips, birthday parties, classes, camps, and special events
- Enters and updates customer information and reservations/registrations into the database with scrupulous care and efficiency
- Prints, organizes, and displays tickets, programs, flyers, and other materials as required
- Answers incoming calls/emails/letters and makes outgoing calls/emails/letters to patrons and potential patrons for sales and customer service purposes
- Creates, sends, and tracks gift certificates
- Assist with the processing of donation requests
- Creates and processes invoices for individual and group sales
- Enters data into database or spreadsheets to track deposits, payments, and paperwork for groups, classes, camps, and birthday parties
- Makes confirmation, reminder, and follow up calls and emails to school and individual patrons
- Assists with the sales and tracking of touring sales and rentals
- Investigates and problem solve customer problems
- Works with Group Sales and Outreach Coordinator for any questions/issues with Groups/Fieldtrip activities
- Assist on performance days with front of house operations as needed (usher, concessions, etc...)
- All other duties as assigned

REQUIRED:

- High School Diploma and/or two years of administrative, sales or box office experience
- Experience using database ticketing/systems (Tessitura, Total Info or Ticketmaster a plus)
- Proficiency in standard office software such as MS Word and Excel
- Great customer service skills
- Ability to work as an individual and as part of a team
- Must be available to work weekends as assigned