

# MAGIK THEATRE

<b>TITLE:</b> Box Office Associate	<b>COMPENSATION:</b> \$12 per hour/ part time
<b>DEPARTMENT:</b> Audience Services	<b>HIRE DATE:</b> Immediately
<b>REPORTS TO:</b> Audience Services Manager	<b>DIRECT REPORTS:</b> None

SUMMARY DESCRIPTION: Box Office Associates provide a high standard of customer care to the public in person, over the phone, and via email and regular mail. Is also responsible for promoting single, group, and season ticket sales and processing all phone/email/mail requests. As one of the first contacts customers and organizations have with Magik, they must embody the enthusiasm and professionalism needed to welcome and orient patrons to the Magik experience. Associates handle the sale of subscriptions, single tickets, groups, field trips, birthday parties, classes, camps, and special events.

## RESPONSIBILITIES:

- Maintains familiarity with all productions and programs offered by the organization 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
- Books and confirms group and season pass reservations via telephone, email, and online
- Enters and updates customer information and reservations/registrations into the database with scrupulous care and efficiency

- Runs database reports to create check-in lists, revenue reports, attendance reports, etc.
- Prints, organizes, and displays tickets, programs, flyers, and other materials
- Answers incoming calls/emails/letters and makes outgoing calls/emails/letters to patrons and potential patrons for sales and customer service purposes
- Creates and processes invoices for individual and group sales
- Enters data into databases or spreadsheets to track deposits, payments, and paperwork for groups, classes, camps, and birthday parties
- Makes confirmation, reminder, and follow-up calls/emails to school and individual patrons
- Investigates and resolves customer problems as needed
- All other duties as assigned

#### REQUIRED EDUCATION, EXPERIENCE, & SKILLS

- High School Diploma and/or minimum of one year of administrative, sales, or box office experience
- Experience using database systems
- 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

#### PHYSICAL & MENTAL REQUIREMENTS:

- Ability to lift up to 25 pounds
- Ability to sit for extended periods of time
- Ability to stand for extended periods of time
- Ability to use fine motor skills to operate equipment and/or machinery
- Ability to receive and comprehend instructions verbally and/or in writing
- Ability to use logical reasoning for simple and complex problem-solving