

TACAW

POSITION TITLE:	Box Office Associate
REPORTS TO:	Operations Director
WORK SCHEDULE:	Flexible work schedule based around TACAW's performance calendar
COMPENSATION:	\$25 per hour

Job Description: Box Office Associate

Position Summary

The Arts Campus at Willits is seeking a motivated Box Office Associate for providing support for all ticketing functions at TACAW. Position is responsible for processing ticket orders, providing customer service and assisting with other Box Office duties as assigned.

Responsibilities

- Assist customers with purchase decisions such as performance availability, pricing and seating recommendations. Assist and respond to patrons with information about our Theater.
- Understand and relate purchasing policies.
- Process phone and in person orders using Arts People.
- Collect complete and accurate data from customers.
- Maintain current and in-depth knowledge of schedule, events and all sellable items.
- Follow proper cash handling procedures and reconcile daily transactions.
- Maintain a positive attitude and a genuine interest in helping others.
- Assist with incoming and outgoing customer calls.
- Ascertain and resolve customer concerns, requests, and/or complaints in a timely, courteous and informed manner.
- Support and maintain ticket system including event set-up, ticket design, input show information and visual media into system and external calendars.
- Assist with set up and break down of the event area.
- Perform other duties as required.

Requirements

- Spanish fluency preferred.
- High school Diploma or equivalent.
- A minimum of 2 years of customer service experience preferred.
- Previous ticketing system experience preferred.
- Excellent oral & written communication skills (in-person, by phone & by email).
- Availability to work nights, weekends, and holidays.
- Be comfortable with a flexible work schedule based around a performance calendar.
- A passion for the performing arts.
- Positive, engaging personality, and professional appearance.
- Strong communication and customer service skills.
- Capable of remaining focused and calm under stressful situations and able to quickly adapt to changing conditions. OR Ability to work in a fast-paced environment.
- Ability to stand, walk, bend etc for extended periods, and lift 25lbs.

Other Notes

- TACAW is not able to provide relocation assistance for this position.
- Candidates must be able to pass a background check.

To Apply

Please send a cover letter and resume to: info@tacaw.org.