



Job Title	<i>Box Office Agent</i>
Reports to	<i>Patron Services Manager</i>

Job Profile

Box Office Agents are an integral customer service position at The Center, serving as an active first point of contact for patrons during events. Box Office Agents assist patrons by selling tickets, returning unused tickets, and distributing will call tickets. Box Office Agents are also responsible for managing standby lists at sold-out shows. Box Office Agents work with the Patron Services Manager to create an enjoyable customer experience for all members of the public who interact with our organization.

Duties and Responsibilities

- Develop a comprehensive understanding of The Center's ticketing system in order to assist patrons quickly and confidently
- Proactively answer phones
- Sell tickets over the phone and in-person
- Assist patrons by answering ticketing and event-related questions
- Create and manage in-person standby lists for sold-out shows
- Return unused tickets
- Manage and distribute will call tickets
- Understand all Box Office and ticketing policies
- Other duties as assigned

Qualifications

- Excellent customer service skills
- Ability to multitask
- Able to maintain professional composure when under pressure
- Willing to work in a fast paced environment
- Adaptability to changing circumstances while maintaining the ability to respond effectively
- Knowledge of Microsoft and Google systems

All qualifications comply with EEOC legislation.

Working Conditions

This is a part-time, non-exempt position. Variable work schedule in a venue that hosts approximately 150 events a year. Regular weekend and evening shifts are to be expected. Regular interactions with VIP donors, and patrons, as well as demanding or challenging clients. Schedule is flexible, while also being tied to scheduled events.

Box Office Agents are required to work a minimum of five ticketed events per month, so long as at least five ticketed events are scheduled each month. More shifts may be available, and Box Office Agents are welcome to sign up for as many event shifts as they would like. Event shifts usually start two hours before show time, and can last between three to six hours per shift.