

THE FREIGHT

Box Office Associate

REPORTS TO:	Box Office Manager
SUPERVISES:	None
EMPLOYMENT TYPE:	Part-time, Non-Exempt
SCHEDULE:	Variable, up to 19 hours/week
PAY:	\$21.00 per hour

POSITION OVERVIEW

The Freight is seeking an organized, friendly individual to serve as our next Box Office Associate. Box Office Associates are our primary point of contact for many of our patrons. They are responsible for ensuring a welcoming and professional environment for our patrons, performers, teachers, staff, and volunteers. Box Officers efficiently complete in person, phone, and online ticket orders and ensure that Customer Service issues are addressed and resolved in a timely manner.

RESPONSIBILITIES

90% Box Office Operations

- Open the box office in a timely manner (CSI calls, check voicemails, open cash drawer, field emails, organize lost and found).
- Accurately complete closing tasks (save reports to the appropriate drive, log out of programs, close the cash drawer and secure cash, tidy the space and prepare any follow-up notes for the next shift, do building walk through and alarm the building when needed).
- Greet patrons, field phone, email, and in-person inquiries.
- Sell tickets and process donations via our ticketing platform, Tessitura, to customers in-person, via phone, and via mail.
- Process ticket refunds, donations, and exchanges, tracking all such requests using the CSI system in Tessitura.
- Complete student registration and check-in for classes and workshops offered by the Freight.
- Provide support to Event and Operations Managers before, during, and after shows, including timely and accurate Tessitura reports and ticket scanner troubleshooting.
- Other duties and special projects as assigned by Box Office Manager.

THE FREIGHT

10% Organizational Engagement

- Attend and participate in mandatory all-staff and Box Office team meetings.
- Identify, propose, and participate in professional development opportunities.
- Assist our marketing team with some tasks if needed.
- Count cash receipts and complete cash reports when necessary.
- Make bank deposits or get change when necessary.

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

SKILLS, KNOWLEDGE & ABILITIES

Required

- Customer service experience, preferably in non-profit/arts organizations.
- Welcoming, friendly, patient, and professional .
- Ability to prioritize and complete multiple tasks with competing deadlines in a timely manner and under minimal supervision.
- Initiative and ability to work both independently and as part of the Box Office Team to achieve department and organizational objectives.
- Excellent written and verbal communication skills.
- Ability to operate standard office equipment and keyboards.
- Strong attention to detail.
- Background check after receipt of offer.

Preferred/Desirable

- Experience with Tessitura or equivalent CRM software
- Proficiency with Macs, Microsoft Office, and Google software
- Experience with cash counting
- Demonstrated commitment to valuing diversity and contributing to an inclusive environment

EQUAL OPPORTUNITY EMPLOYER STATEMENT

The Freight is an equal opportunity employer committed to providing equal opportunity to its employees and applicants for employment without discrimination on the basis of race, religion, gender identity or expression, sexual orientation, age, disability, or any

THE FREIGHT

other reason unrelated to ability to perform the position. This policy applies to every aspect of employment, including but not limited to hiring, advancement, transfer, demotion, termination, compensation, benefit, training and working conditions.