



GENERAL SUMMARY:

The Box Office Representative works with the front-line sales team, assisting with customer service and building strong patron relationships. Assists with daily ticketing operations including sales support, database management, subscriptions, and will call.

SPECIFIC ROLES AND RESPONSIBILITIES:

Ticketing System & Data Management

- Assist with database management; add accounts and update patron info
- Ensure accuracy of all database entry and ticket sales
- Accurately account for all ticket transactions, including complimentary tickets, group tickets, and season subscriber exchanges, and accurately process tickets for the desired output

Customer Service & Sales

- Provide sales support at the window and via phones; promote positive patron, staff, and client relations
- Be a source of accurate information on all Spokane Symphony and Fox Theater events
- Have a thorough knowledge of theater's physical seat locations to better assist patrons with seating
- Ensure accurate entry of transactions and handle on the spot issues to provide patron satisfaction
- Report any operational issues and unresolved complaints to the Box Office Manager
- Contact ticket holders regarding concert information
- Assist in subscription efforts to accurately take subscription orders and contact subscribers; assist with seating, printing, and assembly of ticket packages
- Balance sales at the end of each shift worked
- Contribute a positive and professional impression in language and appearance

Administrative

- Routinely check shared ticketing email accounts and process requests
- Maintain a high level of confidentiality at all times
- Set up lobby tables with selling materials, pricing, seating charts for concerts, including off-site

Additional duties as assigned

REQUIREMENTS:

- Ability to maintain accurate financial records, understand basic principles of accounting
- Accurate data entry and attention to detail
- Proven record of responsibility
- Ability to interact effectively with co-workers; listen, resolve conflicts, and adapt to changing circumstances
- Proficient in MS Office; primarily Excel, Outlook, and Word
- High School Diploma or equivalent

PREFERRED QUALIFICATIONS:

- 1 year of experience in retail sales with customer service and P.O.S. software
- Experience in nonprofit organizations
- Knowledge of performing arts genres highly desirable
- Degree in a related field may substitute for some experience; educational background in business or marketing is helpful

ADDITIONAL FACTORS FOR SUCCESS:

- Outstanding verbal and written communication skills; ability to speak about the SSO and Fox in an articulate, compelling, and professional manner in one-on-one, group, and public settings
- Desire and demonstrated ability to identify and address personal knowledge gaps; to learn on the job; and to cultivate sources of knowledge, expertise, and skill
- Ability to understand and quickly adapt to new technology
- Ability and willingness to work in a very fast-paced environment and with extremely high productivity demands
- Self-Starter, Problem Solver and “Can-Do” attitude

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- Duties are primarily carried out in an office setting with direct public interaction and at concerts
- Noise levels may be high at times
- Light work; Frequent sitting or standing for long periods of time; May be required to lift up to 20 pounds
- Close visual acuity is required for performing activities such as preparing and analyzing data and viewing a computer terminal
- Position requires evening and weekend hours; schedule is determined a month in advance
- May be required to attend staff meetings or trainings outside of normal work schedule

COMPENSATION:

\$16.50/hour

Benefits include: health insurance for employee (if over 30 hours per week), generous time off policies, and 401K plan available after 1 year of service.

Spokane Symphony/Martin Woldson Theater at The Fox provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.