



PARAMOUNT

C E N T E R F O R T H E A R T S

JOB DESCRIPTION TITLE: Box Office Sales Associate

REPORTS TO: Box Office Coordinator

DEPARTMENT: Performing Arts

TYPE: Part-time, hourly (on average 3-20 hours/week, with more hours available during the Fall and Winter months, fewer hours during the Summer months), day and/or evening hours available.

Wage: Starting at \$13 per hour

FUNCTION

The Sales Associate is responsible for providing the highest level of patron service during regular Box Office hours Monday-Saturday and/or during evening and weekend performances.

DUTIES/RESPONSIBILITIES

- 1) Processes phone calls, walk-up sales, reservations and payments, making quick and accurate entries into the computer system.
- 2) Responds immediately to all directives given by the Box Office Coordinator in order to resolve ticketing or seating issues or disputes
- 3) Responds to inbound calls/emails to troubleshoot and address all customers' problems or requests.
- 4) Serves as an information/reception resources for all other areas of the facility.
- 5) Balances cash transactions through sales reports and summaries.
- 6) Follows Box Office policies and procedures as outlined by upper management.
- 7) Maintains knowledge on information and events occurring at the Paramount.
- 8) Provides all patrons with a positive impression of the Paramount Center for the Arts by offering superior customer service.
- 9) Additional duties as required.

POSITIONS SUPERVISED NUMBER OF EMPLOYEES

DIRECT 0

INDIRECT 0

SUPERVISION RECEIVED

Box Office Coordinator

FINANCIAL RESPONSIBILITY

N/A

CONTACTS

Works closely with all other Box Office staff and Front of House staff when necessary.

QUALIFICATIONS EDUCATION

High School Diploma / GED required.

EXPERIENCE

Customer service and/or clerical experience is preferred.

SPECIAL REQUIREMENTS

Must be able to establish and maintain effective, pleasant, and respectful relationships with patrons, fellow employees and supervisors while harboring a general understanding of arts and culture. Must be able to work in a fast-paced environment, with the upmost attention paid to detail, ticketing accuracy and customer service.

MISSION STATEMENT

The mission of the Paramount Center for the Arts is to provide opportunities for artistic production, creative exploration, arts education and the enjoyment of arts and entertainment.

TO APPLY:

Visit <https://paramountarts.org/about-us/employment/> to fill out and submit your application. If you'd like to submit your resume, please send to info@paramountarts.org.