



## Tower Theatre Foundation

### Box Office Assistant

The Box Office Assistant is the face of the Tower Theatre, responsible for running the ticket office during standard hours and events. This person reports to the Ticketing Services Manager.

#### Essential Job Duties

- Provide excellent customer service to patrons, clients, staff and volunteers via email, phone and in person.
- Use Spektrix software system to sell, reserve and refund tickets; collect donations, sell memberships and gift certificates; answer event questions, generate reports and track event attendance.
- Distribute Will-Call tickets during event load-in and work closely with Front of House staff to ensure smooth ingress and resolve any ticketing issues.
- Balance cash drawer at end of shift, prepare deposit reports.

#### Qualifications

- High School diploma or equivalent
- Confidence learning and using new software and technology
- 1+ years of customer service experience demonstrating compassion, courtesy and ability to follow all customer issues through to resolution

#### Compensation

This position pays minimum wage, \$12.75 hourly, and is part-time, at-will, up to 29 hours per week with frequent evening and weekend shifts.