

GRAND RAPIDS CIVIC THEATRE

JOB DESCRIPTION: Box Office Team Member

REPORTS TO: Director of Volunteers & Operations

QUALIFICATIONS: Oversees the overall day to day operations of the ticketing department from daily sales, groups sales and lobby box sales. Box Office Team Member will ensure a hospitable, smooth and efficient operation.

PRIMARY RESPONSIBILITIES:

- Provide a friendly, helpful, courteous attitude of “patron comes first”
- Highly visible role and must be able to interact with sponsors, donors, vendors, clients and other arts organizations.
- Provides the highest level of customer service to all guests, patrons and clients
- Good working knowledge of computer systems. Ticket System training will be provided.
- Consistent in input of patron information
- Must be able to reconcile end of shift reports
- Excellent phone communication
- Hours of work must be approved by Director of Operations to maintain the highest level of coverage during peaks times. Hours may vary to do volume of sales.

OTHER RESPONSIBILITIES

- Assist with for programming and monitoring the ticketing system; tracking daily sales and deposits, ticket account management and fulfillment.
- Work closely with accounting to ensure proper cash handling and control procedures
- Assist with training of all team members and handling of customer issues and explaining policy regarding ticket sales
- Assists with updates and documentation on training material on Box Office policies and procedures
- Processing of group order reservations, deposits and ticket procedures.
- Assists in organizing yearly season membership drive as requested by Leadership Team
- Foster and maintains strong working relationship with all theatre departments
- Maintains weekly tickets donation requests and keeps accurate records of recipients
- Final dress and donation voucher redemption and reporting monthly
- Assist with content with Spring Mailing material and subscriber packets as requested
- Processing and tracking of Gift certificates
- Processing checks from donations and sponsors.

ADDITIONAL RESPONSIBILITIES MAY INCLUDE:

- Assist in the development of participate in customer cultivation and upsell strategies

QUALIFICATIONS

- Customer Service and/or Sales experience
- Knowledgeable in computer systems (Word, Excel, etc)
- Personal maturity, sound judgment, motivation and integrity
- Willingness to work as a team

COMPENSATION

Part time: 16-20 hours/week

Parking Compensation, Theatre Season Subscription Provided

Applicants should send resume, cover letter, and references to mjdenolf@grct.org with "Box Office Team Member" in the subject line. PLEASE NO PHONE CALLS.