



Box Office Assistant Job Description

The Reilly Arts Center is seeking an organized and personable individual for the part-time, hourly position of Box Office Assistant.

Position Summary

Process and handle ticket sales for a wide variety of events via phone, online, or in person throughout the week during box office hours and performances. This position will assist with team projects and outreach efforts to enhance the Reilly customer experience. This position is a part of our front-of-house team and will need to be comfortable assuming various duties for events in order to create a welcoming and hospitable atmosphere for guests.

The Box Office assistant will work flexible box office hours approximately 20-25 hours per week Tuesday-Friday, 9:30AM-2:30PM and select Reilly Arts Center events on nights and weekends determined by the Executive Director.

Duties and Responsibilities

- Work flexible hours that include box office hours Tues-Fri, 10AM-2PM and select nights and weekends during Reilly Arts Center events
- Become proficient in the Patron Manager ticketing software (Salesforce)
- Process daily ticket orders whether via phone or online
- Continue learning and building skills through our ticketing software
- Lead group of volunteer ushers and greeters for select performances
- Must be flexible if asked to work at our Marion Theatre box office location
- Assist with customer post-concert surveys
- Assist in preparing items for volunteers which may include sign up sheets, name badges, and assigning duties for select performances
- May assist Box Office and Outreach Manager for booths and fairs to promote the Reilly Arts Center, Marion Theatre and other programming.

Qualifications

- Excellent Customer Service and Customer Service Experience
- Intermediate Computer Skills (most payments are made online)
- Team-oriented personality and cheerful attitude with customers and colleagues
- Flexible availability

Salary: \$15/Hourly

To apply, send resume and cover letter to Reilly Arts Center, Executive Director, Pamela Calero Wardell at pamela@reillyartscenter.com.