



Box Office Assistant Job Description

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

Position Summary

The Box Office assistant is part of the Reilly's front-of-house team and will assist with the patron concert experience. This individual will handle all ticketing needs (purchases, will call, refunds, etc.). This position will work events on nights and weekends with availability of approximately 15-25 hours per week, in addition to regular box office hours Tuesday-Friday, 10 AM- to 2 PM. The Box Office assistant will also need to be comfortable assuming various duties during events, including working with our group of volunteers, ushers and greeters and providing direction to them during events. This position reports directly to the Patron Relations Manager.

Duties and Responsibilities

- Work the Reilly Arts Center Box Office during night and weekend events
- Operate the Box Office during regular business hours (Tuesday - Friday)
- 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
- Assist in preparing items for volunteers which may include sign up sheets, name badges, and assigning duties for select performances

Qualifications

- Excellent Customer Service Experience
- Team-oriented personality and cheerful attitude with customers and colleagues
- Flexible availability including nights and weekends
- Proficiency in Microsoft Suite preferred
- Experience in ticketing/CRM software desirable

Salary: \$15/Hourly

To apply, send resume to Reilly Arts Center, Director of HR and Business Administration, Sarah Sherman, at sarah@reillyartscenter.com