



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 primarily work events on nights and weekends, and there will be opportunities to regular box office hours Tuesday - Friday.. The Box Office assistant will also need to be comfortable assuming various duties during events, including working with our group of volunteer ushers and greeters and providing direction to them during events.

The Box Office assistant will work flexible box office hours approximately 15-20 hours per week. This will include select Reilly Arts Center events on nights and weekends, and provide availability Tuesday-Friday, 9:30AM-2:30PM during select box office hours. The Box Office assistant reports directly to the Patron Experience Manager, and will be a part of a front-of-house team.

Duties and Responsibilities

- Work select nights and weekends during Reilly Arts Center events
- Provide availability for select box office hours throughout the week
- 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

- 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, Director of HR and Business Administration, Sarah Sherman, at sarah@reillyartscenter.com