Community Box Office Associate
Job Description and Competencies

Position Overview:

The Community Box Office Associate is responsible for ensuring a good customer experience during the sale of tickets for the Community Box Office's clients. The Community Box Office Associate reports to the Community Box Office Manager. This is a part time, hourly, FLSA non-exempt position. This position requires on average 20 hours of work per week with the ability to work nights and weekends.

Major Tasks Performed (Essential Job Functions)

Box Office Responsibilities

- Understand the performances and events offered by each client.
- Work with each patron to ensure their needs are met including but not limited to sales of tickets to performances and events, and assistance to troubleshoot online ticket buying, or cancellations and exchanges per clients' policies.
- Regularly communicate with Community Box Office Manager to ensure smooth operation of the Box Office.
- Reconcile transactions, performances, fees, and report as requested to Community Box Office Manager.
- Aid the Tessitura Database Administrator with database hygiene, reporting, and problem solving.

Required Competencies:

Customer Focus

- Is dedicated to meeting the expectations and requirements of internal and external customers.
- Gets first-hand customer information and uses it for improvements in products and services.
- Establishes and maintains effective relationships with customers and gains their trust and respect.

Integrity and Trust

- Is widely trusted.
- Is seen as a direct, truthful individual.
- Can present the unvarnished truth in an appropriate and helpful manner.
- Maintains confidentialities.
- Admits mistakes.

Ethics and Values

- Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times.
- Practices what he/she preaches.

Verbal Communication

- Communicate clearly and succinctly in a variety of communication settings and styles.
- Can effectively communicate messages to have the desired effect.

Problem Solving

- Uses rigorous logic and methods to solve difficult problems with effective solutions.
- Probes all fruitful sources for answers.
- Can see hidden problems.
- Is excellent at honest analysis.
- Looks beyond the obvious and does not stop at the first answer.

Education / Experience/Knowledge:

Education Required: Associate degree or similar in a related field
Desired: Bachelor's Degree in a related field

Experience Required: 1-2 years of proven customer service and database experience
Desired: 3 years of proven customer service and database experience

Knowledge Required: Tessitura software, Microsoft office including excel, word and outlook. Basic sales etiquette, ticket contract language
Desired: Adobe products, website languages including word press

Physical Demands - Office

While performing the duties of this job, the employee is regularly required to use the computer, telephone, and other office equipment. The employee frequently is asked to walk, sit, and talk or listen. The employee is occasionally asked to stand; climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Work Environment - Office

The employee works in an office environment with, for the most part, ambient room temperatures, lighting and traditional office equipment are as found in a typical office environment. May occasionally be asked to work outside or in other environments for events (i.e. parks, churches, Kalamazoo mall, other venues, etc.).

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. He or she will be required to follow any other instructions and to perform any other duties as requested by his or her supervisor at any time, with or without notice.