

Box Office Associate Job Description:

Immediate Supervisor: Reports to the Box Office Manager

Job Summary: A UCPAC Box Office Associate is responsible for the smooth operation of our ticketing system and provides a friendly and helpful customer service experience during the ticket buying process. This is a forward facing position, working directly with our patrons, under the Box Office Manager's supervision. Responsibilities include: handling ticket purchase transactions (cash, credit card, or check) with our ticketing point-of-sale company (E-TIX), recording patron information consistently and accurately during transactions, occasionally importing or updating customer information, responding to messages left by patrons either via email or voicemail, answering patron complaints and inquiries in person or via telephone, forwarding issues to the Box Office Manager or other staff when necessary, printing and organizing Will Call tickets, and Preparing daily box office reports for the CFO (daytime associates only). *Daytime associate shifts are available, night and weekend shifts may be required.*

Skills, Knowledge and Abilities: A helpful and positive demeanor when dealing with customers, ability to stay calm and reassuring during high stress situations, experience with a ticketing point of sale preferred.

Please send resumes to boxofficemanager@ucpac.org