



Job Description

- Job Title: Box Office Specialist
- Department: Box Office
- Position Open: Immediately
- Reports to: Marketing Director & Executive Director
- Hours: Part-time with daytime, evening, and weekend availability

The Box Office Specialist position provides excellent customer service in-person, over the phone and online. The Box Office Specialist also handles cash and ticketing services in our centralized box office, serving the Duluth Playhouse's three performance venues and its School of Performing Arts. They will also handle ticketing services for outside rental events. The Box Office Specialist is on the front line interacting daily with our patrons and providing for their needs. As part of this team the Box Office Specialist will represent the high quality and professionalism of The Duluth Playhouse. This is a part-time position requiring day, evening, and weekend shifts. This position reports to the Marketing Director and the Executive Director. The pay for this position is \$11.50/hour.

Diversity & Inclusion

The Duluth Playhouse is committed to offering equitable opportunities that support diversity in our programming and creating an inclusive environment. The Playhouse does not discriminate on the basis of race, color, religion, creed, gender identification, national origin, age, disability, marital status, veteran status, sexual orientation, or any other legally protected status. We highly encourage candidates and applicants from BIPOC and underrepresented groups to apply to help make our vision of inclusion a reality.

Essential Duties and Responsibilities

- Assist customers with purchase decisions.
- Resolve customer conflicts with guidance from supervisor.
- Maintain knowledge of items currently available to customers.
- Understand and relate purchasing policies to customers.



- Collect complete and accurate data from customers.
- Process phone and in person orders using AudienceView, our ticketing and patron management platform.
- Follow proper cash handling procedures and reconcile daily transactions.
- Maintain a positive attitude and a genuine interest in helping others.
- Work regular weekly shifts, including days, weekends and evenings as assigned.
- Ascertain and resolve customer concerns, requests, and/or complaints in a timely, courteous, and informed manner.
- Contribute to the environment of the box office in a manner that is conducive to customer service, sales promotion, safety, and quality of work life.
- Maintain quality database entry practices when completing regular database maintenance projects.
- Assist with night of show walk up sales and will call distribution.
- Troubleshoot night of show customer issues in a professional manner.
- Perform other duties as required.

Qualifications

- Highly motivated self-starter, a hard worker with a high energy level; a “doer” with a willingness to work hands-on in assisting customers and staff.
- Attention to detail.
- Customer service experience
- Strong written and verbal skills.
- Skill using computer software programs including point of sale systems and Microsoft Word, Excel, and Outlook. Experience with ticketing systems, especially AudienceView, a plus.
- Knowledge of basic cash handling procedures, and fiscal responsibility, including PCI compliance.
- Ability to initiate and build relationships with customers and interact via telephone and in person with customers.
- Possess high standards of integrity, credibility, and reliability.
- Works well independently and in a group setting, a true team player.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- Ability to work a flexible schedule including days, evenings, and weekends.
- Passion for and/or experience in the performing arts.



Physical Demands

While performing the duties of this job, the Box Office Specialist is regularly required to stand for long periods of time; walk; climb stairs. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Acute hearing is required when providing phone and personal service. This employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds (with assistance if necessary.)

To Apply:

Send resume to ahartwig@duluthplayhouse.org with the subject line "Box Office Specialist". No phone calls or visits.

Website: www.duluthplayhouse.org