

BOX OFFICE AGENT

FLSA Status: Non Exempt

Pay Rate: \$20.00 an hour

Category: Part-time @ 25hr/week

Reports to: The Box Office Manager

Direct Reports: N/A

Summary:

The Box Office Assistant is the face of the Tower Theatre, responsible for running the ticket office during standard hours and providing coverage during events.

Essential Duties:

- Provide excellent customer service to patrons, clients, staff and volunteers via email, phone and in person.
- Use Spektrix software system to sell, reserve and refund tickets; collect donations, sell memberships and gift certificates; answer event questions, generate reports and track event attendance.
- Maintain and enforce all ticket policies & protocols currently in place.
- Clean up the customer database in Spektrix i.e. make old accounts inactive, merge duplicates, fix typos in customer information and other assigned tasks..
- Distribute Will-Call tickets during events and work closely with Front of House staff to ensure smooth ingress and resolve any ticketing issues.
- Balance cash drawer at end of shift, prepare deposit reports.
- Manage process & distribution of gift certificates for donations
- Give tours of the Tower when requested during their shift, and provide accurate information during said tours.
- Ability to keep a clean and tidy work environment.

Knowledge-Skills-Abilities:

- Excellent customer service skills
- Ability to multitask and juggle multiple projects & responsibilities at once
- Technologically proficient

Qualifications:

- High School diploma or equivalent
- Confidence learning and using new software and technology
- 1+ years of customer service experience demonstrating compassion, courtesy and ability to follow all customer issues through to resolution

Working Conditions:

Environment

- Indoor setting in an office

Physical Requirements

- 98% sitting.
- Ability to sit for extended periods of time.
- Ability to climb a small step stool and hang the OPEN and/or WILLCALL signs.

Travel Requirements:

N/A

Acknowledgment:

I have reviewed this job description and I understand all of my job duties and responsibilities. I am able to perform the essential functions of this position with or without accommodation and I understand that this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of me and that duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

If I have any questions about job duties not specified in this description that I am asked to perform, I should discuss them with my immediate supervisor or the human resources representative.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to affixing my signature.

Employee's Signature

Date

The Tower Theatre Foundation is an equal opportunity employer committed to diversity, equity, inclusion, belonging and accessibility. We value and actively seek individuals from all backgrounds and experiences to join our team. All qualified applicants will receive consideration for employment and promotion opportunities without regard to race, color, religion, gender, gender identity or expression, pregnancy status, sexual orientation, national origin, genetics, disability, age, or veteran status, or any other protected class. We are dedicated to providing reasonable accommodations to individuals with disabilities throughout the employee's employment tenure. If you require accommodation please notify your supervisor and the human resources representative. Your request will be handled confidentially and in accordance with applicable laws. We appreciate the diversity that each individual brings to our workplace, and we strive to create an inclusive environment where everyone can thrive.

Events Coordinator J/D Created: 7/4/2025