



CACHE VALLEY CENTER FOR THE ARTS

BULLEN CENTER • ELLEN ECCLES THEATRE • THATCHER YOUNG MANSION

POSITION DESCRIPTION:

Position: Ticket Office Clerk
Hourly Rate: Starts at \$8.00/hr.
Position Status: part-time, non-exempt
Work Schedule: Tuesday and Thursday 10:00 a.m. – 5:30 p.m.; some Saturday and evening work.

APPLICATION DEADLINE: Friday, August 23, 2019

APPLICATION PROCEDURE: Submit resume and three professional references to Ticketing@CacheArts.org. Incomplete applications will not be considered. No phone calls, please.

POSITION SUMMARY:

- The Ticket Office Clerk processes all transactions managed through the ticket office, provides information to patrons, and fulfills administrative functions as needed.
- Excellent customer service and cash handling experience in ticket office or comparable positions (hotel reservationist, bank cashier, etc.) **is required**.
- This position reports directly to the Client Services Manager and works in a highly collaborative environment with CacheArts staff, other community groups, and co-presenters/promoters.

The following is intended to be representative of the work performed by incumbents in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

RESPONSIBILITIES INCLUDE:

- Balancing and filing daily/weekly cash and credit card ticket office reports.
- Complete cash, check and credit card transactions over the phone and in person for all events held at the Center.
- Handles suggestion, changes, complaints, and compliments from patrons.
- Assisting in volunteer coordination of all theatre events.
- Gathering and maintaining information on cultural events happening in Cache Valley and providing information to patron.
- Ensuring that the maximum information is captured for all transactions. Informing customers of upcoming events and purchasing options.
- Assists in show day preparation for Front of House staff.
- Keeping ticket lobby, cashier windows and ticket office clean and in order.
- Performing other duties as assigned by CacheArts senior staff.

QUALIFICATIONS:

High school or GED required. Experience working in ticket office, hotel reservations, cashier, or similar customer service field required. Knowledge of Microsoft Office, basic online purchasing procedures, multi-line telephone system, and cash handling required. Articulate oral and written communication required.