

# The Zeiterion Theatre hiring a Box Office Assistant



*Please submit your resume  
to [info@zeiterion.org](mailto:info@zeiterion.org)*

## **Box Office Assistant**

Hours: Part-time.

Hours vary depending on the theatre's performance and event schedule and will often include evenings & weekends.

Reports to: Box Office Manager

The primary responsibility of a Box Office Assistant is to help The Z meet organizational sales and membership goals while providing efficient, courteous and accurate customer-service. The Box Office Assistant plays a key role as the first point of contact for all visitors and callers and therefore must uphold the highest quality of customer care at all times.

### **Duties & Responsibilities:**

- Provide the front line service for in-person and telephone callers to The Z, ensuring that they are dealt with in an efficient, courteous, and effective manner
- Work extended and/or irregular hours including nights, weekends and holidays, as required
- Ensure that all processes for ticketing are completed accurately and handle all transactions and procedures with fastidious attention to detail and security
- Actively promote ticket sales to all Z events
- Acknowledge Members and help them utilize their benefits
- Upsell membership to non-members by making them aware of the numerous benefits
- Deal with enquires received via our email and online services and ensure they receive the same standard of customer care as personal callers.
- Assist customers with general enquiries about facilities, activities and events; be familiar with all information pertaining to current and future performances and activities and be pro-active in encouraging participation in the programs and facilities offered at The Z
- Ensure that Box Office data and systems as well as constituent records are properly and efficiently updated and

maintained according to patron needs and in compliance with The Z's data entry standards

- Make follow up calls, collect visitor data, facilitate surveys and participate in other marketing and audience development strategies as directed

- Ensure the lobby is welcoming, informative and tidy, restocking all brochures and publicity when needed

- Be aware of visitors with access and disability issues and how we can help them

- Meet and direct groups, scheduled visitors and contractors when required. Deal with small deliveries and organize the safe collection of those which are too large to accept at Front of House.

- Be familiar with the security and alarm systems controlled in the Box Office area and ensure the relevant person(s) is informed of anything which needs attention.

- Oversee security in the lobby, being vigilant at all times and informing the Manager of any concerns, to help maintain a safe environment for all.

- Support marketing and special event projects

- Maintain a professional environment in the Box Office

- The above listed duties are not all inclusive. This position is expected to perform other work related duties as assigned even though they may not be considered primary duties.

## **QUALIFICATION REQUIREMENTS:**

### **Experience Required**

High School diploma or general education degree (GED); one to three months related experience and/or training; or equivalent combination of education and experience. Previous customer

service experience is highly desired.

### **Skills and Knowledge Required**

- ☐ Proficient in Windows 95 or above
- ☐ Possess excellent sales, organizational, public relations, verbal and written communication skills
- ☐ Knowledge of the Ticketing industry preferred, specifically Blackbaud's Patron Edge software
- ☐ Ability to work accurately with attention to detail
- ☐ Professional in demeanor and actions
- ☐ Work independently as well as in team environment
- ☐ Possess good analytical, interpersonal and customer service skills
- ☐ Ability to handle confidential material such as credit card information

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