



**Title:**           **Box Office Representative (Part Time)**

**Summary:**    To provide great customer service while taking and processing incoming ticket sales in an accurate and reliable manner.

**Reports to:**   Assistant Box Office Manager (immediate supervisor)  
                  Box Office Manager (department head)

**Job Functions:**

- Handle all aspects of taking and processing incoming ticket sales orders from customers at the window and mail sales
- Help maintain ticketing database in an accurate and reliable manner
- Smile, greet customers, and answer questions about the Budweiser Events Center
- Assist managers in requested tasks including but not limited to light filing, cleaning, and organizing
- Perform other related duties and responsibilities as required.

**Qualifications:**

- Have excellent customer service skills with a willing and pleasant attitude
- Strong communication skills with particular attention to detail is a must
- Experience with handling cash and credit cards
- Proficient computer skills including working on windows based computers and the internet
- Ability to work independently when needed, but still be a part of the overall team atmosphere helping co-workers and managers as required
- Ability to handle customer concerns/questions/comments in a timely and positive manner
- Ability to work under pressure
- Box Office experience helpful, but not necessary
- Must be able to work a flexible schedule – nights and weekends required

EOE

**Intellectual/Social, Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Intellectual/Social demands:**

- While performing duties of this job, the employee is continuously asked to multi-task under time limits. Position requires constant attention to precise details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. This position also requires frequent use of interpersonal skills including but not limited to: ability to inform staff and foster collaboration, being able to recognize and resolve conflicts, being able to openly communicate in writing and verbally with clients and management.

**Physical demands:**

- While performing the essential functions of the job, the employee constantly operates a computer and other office devices such telephones, copy machines, fax machines, etc; occasionally moves about inside the office to access storage areas, cabinets and office machinery; constantly moves about the arena and event sites before, during and after events to service clients and supervise staff; constantly communicates via telephone, email and in-person with others to exchange accurate information.

**Work environment:**

- The duties of this position are performed indoors. The noise level in the work environment is usually moderate to loud during events and minimal during non-event times.

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