

BOX OFFICE ASSOCIATE

ABOUT US

The Saugatuck Center for the Arts (SCA) is a non-profit arts and cultural organization serving West Michigan's lakeshore community. We offer year-round live performances, classes, and workshops for adults and children, outreach programs, festivals, exhibitions, a Market, rental spaces, and professional theater in the summer.



OVERVIEW

The SCA is currently recruiting part-time Box Office Associates (BOA) for 2022. We are looking for candidates who are passionate about theater and delivering exceptional sales and customer service. Working with the Box Office Supervisor, BOAs will act as the principal point of welcome to visitors at the SCA. They need to offer the highest levels of customer service to patrons in person, by telephone and by email to maximize sales for the SCA.

The SCA is seeking 2-3 Seasonal Box Office Associates. (May 1, 2022 - September 2, 2022)

JOB DESCRIPTION

As the front line of the SCA, the Box Office Associate is a position that must maintain the image of the SCA to customers, visitors, and or any incoming communication in the area. The BOA is the "face" of the SCA in terms of attitude, competency, knowledge, and appearance.

Tickets for concerts, theater performances, camps, classes, films and more, are sold through the box office. The BOA's duties are performed within the SCA box office and front-of-house areas. Working as a BOA at the SCA requires extensive contact with the public and the ability to work collaboratively with SCA employees. **The SCA Box Office is open for limited hours between September and April and every day beginning May through August.**

Duties and responsibilities include, but are not limited to:

- Being knowledgeable about the SCA's offerings, the website, social media pages, and the general Saugatuck-Douglas area
- Welcoming visitors and volunteers to the SCA and answering inquiries
- Completing and signing the daily checklist form for opening and closing tasks and some light cleaning
- Operating the SCA online ticketing system and thermal ticket printer
- Processing ticket orders over the phone or in person
- Following the SCA money handling procedures
- Operating the phone and voicemail system
- Monitoring and reporting suspicious or unsafe behaviors
- Using Google Workspace Suite - Calendar, Email, Docs and Sheets
- Lifting materials of up to 20 pounds
- Working unsupervised and taking the initiative to solve problems
- Organizing and handling multiple tasks at once
- Demonstrating exemplary interpersonal skills and an outgoing, engaging personality



REQUIREMENTS

- At least 2 years of experience in customer service
- Excellent interpersonal and customer service skills
- Proficient in basic computer skills
- Experience with handling money
- Follows written and verbal directions promptly
- Professional appearance and attitude
- Works well under pressure and is comfortable troubleshooting on the spot
- **Must be 18 or older to apply**
- **Must be comfortable working multiple hours in an appropriate face mask, when required.**

REPORTS TO: Box Office Associates report to the Box Office Supervisor and Arts Administration Coordinator.

COMMITMENT: Box Office Associates will fulfill a seasonal, 12-24 hour/week position as a customer service representative within the Box Office and other front-of-house areas of the SCA. Employees must be able to work 2-4 shifts per week. Box Office shifts fall between the hours of 10 AM and 8:30 PM, seven days a week.

COMPENSATION: Hourly Rate - Up to \$15 Per Hour

TO APPLY: *Email resume and cover letter to careers@sc4a.org*
