

# centrum

creativity in community

**JOB TITLE:** Seasonal Box Office Assistant

**JOB STATUS:** Non-Exempt, Seasonal Part-Time – 10-20 hours per week (including night and weekend events) mid-May through mid-August

**REPORTS TO:** Box Office & Venues Manager

**SALARY RANGE:** \$20-\$22 per hour

## Overview

The Seasonal Box Office Assistant supports ticket sales and front-of-house operations during Centrum's peak summer season. This role provides direct customer service, assists with event ticketing, and helps ensure a smooth, welcoming experience for patrons.

## Essential Functions

### **1. Ticketing & Customer Service Support**

- Process ticket sales in person, online, and by phone
- Provide accurate information to patrons regarding events, seating, and policies
- Assist with will-call, ticket distribution, and event check-in
- Handle customer inquiries and resolve basic issues with professionalism

### **2. Event & Front-of-House Support**

- Assist with box office setup and breakdown for events
- Support front-of-house operations including guest flow and seating guidance
- Help maintain a welcoming, organized, and efficient box office environment
- Escalate complex issues to the Box Office & Venues Manager as needed

### **3. Administrative Support**

- Maintain accurate transaction records and assist with basic reporting
- Support reconciliation processes as directed
- Assist with maintaining supplies and box-office materials

### **4. Team & Volunteer Support**

- Work collaboratively with staff and volunteers during events
- Support training and adherence to customer service standards

### **5. Other Duties**

- Provide general support for event operations assigned

## Qualifications

- Extensive experience with MS Word, Excel, data entry, data management, internet search/research.
- Skillful coordinating and maintaining good relations with volunteers and volunteer activities; commitment to volunteer stewardship and service.
- Deadline driven while handling multiple priorities.
- Willing to work during summer season; evenings/weekends.

**Core Competencies**

- Strong customer service orientation with a positive and professional approach
- Attention to detail in handling transactions and patron interactions
- Ability to work effectively in a team environment
- Clear communication and ability to follow processes and instructions
- Organized and able to manage tasks in a busy, public-facing setting

**EEO STATEMENT**

Centrum is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation, or presence of a disability. Pursuant to the Americans with Disabilities Act, Centrum will make reasonable accommodation of working conditions or methods to perform the duties of the position.

**SIGNATURE**

I have read, understand and am able to perform the essential job functions with or without accommodation.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS**

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work, and may be adapted to reasonably accommodate a disability as defined by the ADA.

**NA:** Not applicable, not required of this position.

**NE:** Requirement is present but is not essential to the position.

**O:** Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

**F:** Frequent, 34-66 percent of the time.

**C:** Continuous, over 66 percent of the time.

	<b>NA</b>	<b>NE</b>	<b>O</b>	<b>F</b>	<b>C</b>
Sitting					X
Walking			X		
Standing			X		
Running	X				
Bending or twisting			X		
Squatting or kneeling			X		
Reaching above shoulder level			X		
Climbing (e.g. stairs, ladders)			X		
Driving cars, light duty trucks		X			
Driving heavy duty vehicles	X				
Repetitive motion of hands/fingers					X
Grasping with hand, gripping			X		
	<b>NA</b>	<b>NE</b>	<b>O</b>	<b>F</b>	<b>C</b>
Lifting/carrying 10-25 pounds			X		
Lifting/carrying 26-50 pounds	X				

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Lifting/carrying more than 50 pounds	X				
Pushing/Pulling			X		
Using Foot Controls	X				
Work in/exposure to inclement weather		X			
Work in/exposure to cold water	X				
Exposure to dust, chemicals or fumes	X				
Work/live in remote field sites	X				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	X				
Swimming, scuba diving	X				
Work at heights (e.g. towers, poles)	X				
Exposure to infection, germs or contagious diseases	X				
Exposure to blood, body fluid, or potentially contaminated materials	X				
Exposure to needles or sharp implements	X				
Use of hot equipment (e.g., ovens)	X				
Exposure to electrical current	X				
Seeing objects at a distance			X		
Seeing objects peripherally			X		
Seeing close work (e.g., typed print)					X
Distinguishing colors			X		
Hearing conversations or sounds					X
	<b>NA</b>	<b>NE</b>	<b>O</b>	<b>F</b>	<b>C</b>
Hearing via radio or telephone					X
Communicating through speech					X
Communicating by writing/reading					X
Distinguishing odors by smell			X		

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Distinguishing tastes			X		
Exposure to wild/dangerous animals	X				
Exposure to insect bites or stings		X			
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people			X		
Restraining/grappling with people	X				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

\_\_\_\_\_

Employee Signature

\_\_\_\_\_

Date