

Job Title:	Box Office Associate, Part Time		
Reports to:	Business and Finance Manager		
Supervisory Responsibilities:	No	FLSA Status:	Non-Exempt

Position Summary:

The Kalamazoo Civic Theatre is seeking a service-minded, self-motivated individual to work in our Box Office to assist Patrons during Civic productions. The successful candidate will enjoy working with the public, have a positive attitude and be solution oriented. The position is approximately fifteen (15) hours per week, primarily weekend shifts, during productions.

To apply, submit your cover letter and resume, both in pdf format, to [hiring@kazoocivic.com](mailto: hiring@kazoocivic.com). We also accept applications by mail or in person at 329 S Park St., Kalamazoo, MI 49007. Pay is \$15/hour. Position will be posted until filled.

Essential Functions:

- Selling and processing the purchase of tickets, season subscriptions, gift certificates etc. online, over the phone, by mail and in person
- Facilitating the ticket sales and will call process at the Box Office
- Answering telephone calls and voice messages and assisting callers' needs and questions
- Assisting subscribers with seat selection and exchanges for specific shows
- Attending to the box office emails, including confirming online orders and subscriptions and answering patron questions
- In addition to assisting in the Box Office, may be asked to perform other duties, including, but not limited to, greet patrons and oversee their safety and well-being while at the theatre; answer questions, listen to patrons' compliments and concerns, and make audience members feel welcome; assist with concessions.

Qualifications and Skill requirements:

- High school diploma or equivalent
- Must have prior experience handling money and credit card transactions
- MUST have prior customer service experience
- Knowledge of Ludus is a plus
- A demonstrated ability to work calmly under pressure is desired

Physical Requirements:

- Requires working in a confined workspace with at least one other individual
- Frequently required to use hands and fingers to handle, or operate ticketing software, and reach with hands and arms
- Requires ability to talk and hear
- The physical ability to travel between the various CIVIC building locations is required.
- Reasonable accommodations will be made to enable individuals to perform essential functions.

The Kalamazoo Civic Theatre is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive work environment that inspires all individuals and provides a work environment free of discrimination and harassment.