



Position Title: BOX OFFICE & FRONT OF HOUSE ASSOCIATE
Department: Box Office & Front of House
Reports To: Box Office and Event Managers

The Frauenthal Center is seeking a Box Office & Front of House Associate to join our team. The person in this position works closely with our guests to provide a positive initial experience at the Frauenthal Box Office. They provide accurate information about the Frauenthal Center, assist with purchasing/picking up tickets for Frauenthal events, and manage front of house inventory. Diversity and inclusion are important values of the Frauenthal Center and we are committed to striving for a diverse workforce, made up of staff that represents the community we serve.

This is a part time 29 hours per week position. Must be available nights and weekends

PRIMARY RESPONSIBILITIES:

The primary responsibility of this position is to provide guests with a positive initial experience at the Frauenthal Box Office. This includes providing accurate information about the Frauenthal Center, assistance with purchasing/picking up tickets for Frauenthal Events, and manage front of house inventory. The ideal candidate will enjoy working with the public, possess strong computer and phone skills, pay attention to detail and have good follow-up skills. This person is able to work well under pressure by maintaining composure while keeping an exceptional level of customer service. This person is expected to work cohesively with all employees.

ESSENTIAL ACTIVITIES:

1. Provide all guests a positive impression of the Frauenthal by offering superior, individualized guest service. Responsibilities will include:
 - Provide superior customer service to all clients.
 - Accurately operate the ticketing system to sell tickets for events.
 - Process subscription sales
 - Problem-solve by effectively communicating with guests to locate and deliver will-call/guest list tickets.
 - Provide information regarding Frauenthal events and facilities via face-to-face communication and telephone.
 - Conduct & track a weekly inventory of all front of house sales items such as soda, candy, beer, wine, and liquor.
 - Clean & organize front of house concessions areas as well as the product storage areas.
 - Place orders through vendors such as: Coca Cola, Gordon's Food Service, State of Michigan Liquor Control.
 - Various administrative tasks such as tracking volunteer hours, updating our volunteer mailing list, assembling marketing packets, and recording patron attendance.

2. Other Job Duties:
 - Handle cash responsibly and accurately
 - Participate in daily financial reconciliations
 - Program the outside digital marquee
 - Assist in making corrections for the Frauenthal and Star tickets websites
 - Help with marketing promotions
 - Assist with group orders
 - Make reservations for special shows
 - Assist by calling volunteers
 - Keep the box office poster boards current
 - Receive deliveries

SKILLS REQUIRED:

- Strong computer skills
- Handle cash responsibly and accurately
- Ability to develop a growing knowledge of ticketing
- Organized with attention to detail and strong follow-through skills
- Ability to work on own initiative
- All other jobs/duties assigned by Box Office & Event Managers
- 2 years exceptional customer service

To apply, submit a resume and cover letter to [Lurinda Aley laley@cffmc.org](mailto:LurindaAleylaley@cffmc.org) by August 1, 2017.