



Job Posting

TITLE: Box Office Attendant	FLSA STATUS: Part Time, Non-Exempt
DEPARTMENT: Frauenthal Center	SUPERVISES: n/a
REPORTS TO: Box Office Lead, Frauenthal Administrative Staff	
WORK HOURS: Nights & Weekends	EFFECTIVE DATE: April 18, 2023

About Us: Our Vision Statement

The Community Foundation for Muskegon County will be a leader in community philanthropy to
"Build a vibrant community with great opportunities for all."

Job Summary: The Box Office Attendant reports directly to the Box Office Lead and works closely with the staff and clients to provide a positive initial experience at the Frauenthal Center. They provide accurate information about the Frauenthal Center, assist with purchasing/picking up tickets for Frauenthal events, and help 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 hourly position with a starting wage of \$12/hour. Varied hours; days, nights, and weekends.

Essential Functions:

Provide all guests with a positive impression of the Frauenthal Center by offering superior, individualized guest service. Responsibilities will include:

1. Accurately operate the ticketing system to sell tickets for events
2. Problem solve by effectively communicating with guests
3. Locate and deliver will-call/guest list tickets
4. Provide information regarding Frauenthal Center events and facilities via face-to-face communication, email, and telephone
5. Handle cash responsibly and accurately
6. Participate in daily financial reconciliations
7. Assist with volunteer communication including making phone calls to schedule volunteers for shifts as needed
8. Administrative promotion support, such as compiling event poster distribution packets for volunteers and updating the Box Office poster boards and bathrooms with current signage
9. Receive deliveries as needed
10. Clean and maintain Box Office workspace

11. Order office supplies for the Box Office, including Kohley's water jugs
12. All other jobs/duties assigned by Frauenthal administrative staff

Knowledge, Skills, and Abilities

- **Our ideal candidate will possess:**
 - A passion for working with the public
 - Two years of experience delivering exceptional customer service
 - Strong POS and/or computer skills
 - Excellent phone skills
 - The ability to work independently
 - Good follow-through skills
 - The ability to maintain composure while working under pressure
 - Attention to detail and the ability to follow policies and procedures
 - The willingness to work 2 ½ hour shifts on performance night and matinee schedules, with occasional daytime shifts during the week
 - Support for the mission, vision, and strategic goals of the Frauenthal Center and the Community Foundation for Muskegon County

Work Environment and Physical Requirements:

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

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required, sometimes for extended periods, to stand or sit. This role routinely uses standard office equipment such as computers, phones, multi-function machines, and filing cabinets. The employee is occasionally required to climb stairs; use hands to type, finger, handle, or feel; reach with hands and arms; balance stoop, kneel, or crouch; and get in and out of vehicles. The employee must occasionally lift and/or move small or large objects up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

EEO Statement:

The Community Foundation for Muskegon County prohibits discrimination and harassment of any type on the basis of race, color, religion, age, sex, national origin, disability status, genetics, military status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.



The Community Foundation for Muskegon County is committed to the full inclusion of all qualified individuals. As part of this commitment, the Community Foundation for Muskegon County will ensure that persons with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact the CFO or their designee.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. This job description is not intended to be all-inclusive. Employee may perform other related duties as needed to meet the ongoing needs of the organization.

To apply, send cover letter and resume to receptionist@muskegonfoundation.org by May 12, 2023.