



Position Title: BOX OFFICE ATTENDANT
Department: Box Office & Front of House
Reports To: Box Office & Front of House Manager

The Box Office Attendant works closely with our guests to provide a positive initial experience at the Frauenthal Center. They provide accurate information about the Frauenthal Center and assist with purchasing/picking up tickets for Frauenthal events.

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 up to \$12/hour. Varied hours; days, 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. The ideal candidate will enjoy working with the public, possess strong computer and phone skills, pay attention to detail, and have good follow-through skills. This person can 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.
 - Locate and deliver will-call/guest list tickets.
 - Provide information regarding Frauenthal events and facilities via face-to-face communication and telephone.

2. Other Job Duties:
 - Handle cash responsibly and accurately.
 - Participate in daily financial reconciliations.
 - Assist in making corrections for the Frauenthal and Etix websites.
 - Assist with group orders.
 - Make reservations for special shows, including Alley Door Club.
 - Help to keep the box office poster boards current.
 - Maintain organization and cleanliness in Box Office workspaces.
 - All other jobs/duties assigned by the Box Office & Front of House Manager.

SKILLS REQUIRED:

- Strong computer skills.
- Responsible and accurate cash handling.
- Ability to develop a growing knowledge of ticketing processes and software.
- Organized with attention to detail and strong follow-through skills.
- Ability to work on own initiative.
- 2 years exceptional customer service.

PROFESSIONALISM:

- Supports the mission, vision, and strategic goals of the Frauenthal Center and Community Foundation for Muskegon County to serve both internal and external customers.
- Follows and supports Frauenthal Center policies and procedures.
- Embraces and supports the Frauenthal Center and Community Foundation for Muskegon County philosophies related to diversity, inclusiveness, anti-racism, and equity.
- Conducts self in a professional manner and represents the organization well.
- Maintain appropriate professional appearance.
- Maintains confidentiality.

To apply, send a cover letter and resume to Christine Nelson, christine@frauenthal.org by 5p.m. on Thursday, January 20, 2022.