 

# Job Posting

**TITLE:** Box Office Attendant - Performances **FLSA STATUS**: Part Time, Non-Exempt

**DEPARTMENT:** Frauenthal Center **SUPERVISES:** n/a

**REPORTS TO:** Box Office Lead

**WORK HOURS:** Nights & Weekends **EFFECTIVE DATE:** February 2025

**About Us: Our Vision Statement**

The Community Foundation *for* Muskegon County will lead 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 with administrative tasks.

Diversity and inclusion are important values of the Frauenthal Center, and we are committed to striving for a diverse staff workforce representative of the community we serve.

This is a part-time hourly position with a $14/hour wage. The hours are varied, including 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. Communicate with Front of House staff ADA needs for the night
8. Receive deliveries as needed
9. Maintain a clean Box Office workspace
10. Collect and inform House Manager/Event Supervisor of lost and found items reported

# 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 for performances
    - Support for the mission, vision, and strategic goals of the Frauenthal Center and the Community Foundation for Muskegon County

To apply, send cover letter and resume to [receptionist@muskegonfoundation.org](mailto:receptionist@muskegonfoundation.org) by February 28, 2025

# Work Environment and Physical Requirements:

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