

**Lyric Arts Company of Anoka, Inc.**  
**Box Office Associate Job Description**

<b>Job Title:</b>	Box Office Associate
<b>Job Classification:</b>	Part-Time, Hourly
<b>Reports To:</b>	General Manager
<b>Manages:</b>	None
<b>Position Summary:</b>	Support the mission and vision of Lyric Arts by providing guest service to sell tickets and subscriptions to Lyric Arts' theater season, concert series, and other events.

**Box Office Associate**

- Provide excellent guest service to patrons over the phone and in-person.
- Sell tickets, gift certificates, and other products using Total Info software.
- Sell and process season subscription orders.
- Promptly return box office voicemails and emails.
- Resolve guest or ticketing issues.
- Cultivate audience through excellent communication and building authentic relationships.
- Coordinate group ticket reservations and group sales.
- Coordinate and schedule school day matinees.
- Process tax deductible donations and generate accurate acknowledgements.
- Database management and maintenance as needed.
- Inventory and order all front of house supplies including popcorn, popcorn accessories, soda, candy, wine, beer, hot beverages, plastic ware, hot beverage accessories, etc.
- Inventory and order box office supplies as needed.
- Update and maintain all box office and front of house printed materials and signage.
- Support Volunteer Coordinator as needed to train and schedule front of house volunteers.
- Support Education Coordinator registering students for workshops and answering general education questions.
- Collaborate with Marketing & Communications Manager to create and execute subscriber retention plan.
- Create sales reports to support Marketing & Communications Manager and Artistic & Executive Director.
- Maintain a clean and organized box office and lobby.
- Complete other administrative tasks and attend staff meetings as requested.
- Support the artistic vision and mission of the theater.

## Hours and Schedule

This position is 25 hours per week, based on need and budget allowances, with a negotiable set schedule.

**The statements contained herein reflect the principal function and most significant duties of the job, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.**

## Experience, Skills, and Abilities

- High School Diploma required. Bachelor's Degree preferred
- Must be able to exercise good judgment in performing a wide variety of duties.
- Excellent interpersonal leadership, and communications (both written and oral) skills
- Flexibility and adaptability to change with ability to manage multiple priorities and responsibilities.
- Ability to manage and collaborate with strong personalities of all types
- Willingness to learn and adapt to new responsibilities.
- Effective planning, organizational and detail-oriented skills - ability to prioritize multiple projects and adjust workload accordingly.
- Must take initiative, be self-motivated and an independent, accountable, dependable performer.
- Proficient use of Microsoft Office, with demonstrated capability in Word, Excel and Outlook.
- Ability to adapt quickly to new software programs and packages.
- Must have the ability to work flexible hours to accommodate evening and weekend hours.
- Must be able to lift 50 pounds

**Minimum Mental, Physical, and Sensory Requirements**

(never=never; occasionally=up to 2 hours per day; often=2 to 6 hours per day; very frequently=6 or more hours per day)

	Frequency with which activity may have to be performed during a typical workday			
	Never	Occasionally	Often	Very Frequently
<b>Mental Activity</b>				
Reading, Spelling, etc.				X
Math, Numerical Ordering				X
Problem Solving				X
Confidentiality				X
Detailed Work				X
Handling Difficult Situations				X
Reasoning				X
Verbal Communication				X
Customer Contact				X
Constant Interruptions				X
<b>Physical Tasks</b>				
Standing			X	
Sitting				X
Walking			X	
Bending			X	
Pushing		X		
Pulling		X		
Climbing (Stairs/Ladders)		X		
Reaching		X		
Lifting			X	
Carrying		X		
Grasping		X		
Repetitive Motions (Keyboarding)				X
<b>Sensory Activity</b>				
Sight				X
Hearing				X
Talking				X
Smell		X		
Touch				X
Driving (other than commuting to and from work)			X	