

## **Washington Pavilion Management, Inc.**

### ***Box Office Representative – ver. 8/02/11(Part Time)***

#### **I. Basic Function**

Provide exceptional customer service before, during and following sales and informational transactions. Handle monetary transactions accurately and promptly.

#### **II. Organizational Relationship**

Responsible to the Washington Pavilion Management, Inc. Box Office Manager and Assistant Box Office Manager. This is a part-time position that must be able to work a flexible schedule including evenings, weekends and holidays.

#### **III. Specific Duties and Responsibilities**

##### *A. Responsibilities*

1. Assure that complete and prompt customer satisfaction is being achieved.
2. Understand basic computer functions and phone sales procedures.
3. Continue to improve performance skills by attending service training and taking time to read all procedures and new event information thoroughly.
4. Accept ticket orders by phone, window or mail. Receive money from the public for payment of the tickets which have been created using the ticketing computer system.
5. Handle cash proficiently and balance individual closing sales report.
6. Stay informed of all events and exhibits happening within the facility.
7. Keep work station and check out area neat and clean at all times.
8. Complete ticket return forms, accessibility checkout forms, and all other event related forms and forward to Box Office Manager.
9. Complete lost ticket forms and advise patron that they will be at Will Call for the performance purchased.

##### *B. Required*

1. Maintain a positive working environment with fellow staff workers.
2. Attend Box Office and All Staff monthly meetings and previews of events/exhibits.
3. All other duties as assigned by management.

#### **IV. Qualifications**

- Graduation from high school; two-year business school degree/diploma preferred.
- Two years of experience in a customer service position.
- Ability to handle and reconcile large sums of money.
- One-year computer experience, preferably in a ticket office.
- Education and experience will be evaluated.