

KIRKLAND PERFORMANCE CENTER

Position Title: Box Office & Front of House Assistant

Classification: Year-Round, Permanent Part Time, 10-20+ hours a week including evenings & weekends, with fewer hours in the summer months

Reports to: Box Office Manager, Patron Services Manager

Rate of Pay: \$20.00 per hour

Summary

This part-time position supports the various aspects of Kirkland Performance Center's ticketing processing, procedures, and service to our patrons.

Primary Box Office Responsibilities

- Process subscription and single ticket purchases and exchanges in-person, by phone, mail, and internet in a helpful, friendly, and accurate manner.
- Provide knowledgeable and current information to patrons in a proactive manner for all Kirkland Performance Center events.
- Support KPC customer service policies by resolving all patron problems and special needs in a courteous and diplomatic manner.
- Staff the box office for show days, as needed, with the following services: ticket sales, will-call, receipt of donated tickets and provide lost ticket passes as necessary.
- Responsible for accurate sales reconciliation.

Primary Front of House Responsibilities

- Prepare for events including coordinating volunteers, setting up concessions, and providing communication between box office and technicians.
- Maintain appearance of lobby and theater area before and after show with help from volunteers.
- Answer patron questions and handle any emergencies before, during, and after the show.
- Complete event reports to ensure proper documentation for billing clients.

Qualifications

- Willing to work flexible hours including evenings and weekends.
- Strong communication and interpersonal skills, the ability to prioritize, and the desire to work in a fast-paced environment.
- Excellent customer service skills required. Two+ years in a customer and/or retail service position or previous box office experience a plus.
- Computer experience in Microsoft Word, Excel, and online ticketing systems desired.
- Food handler's permit and class 12 liquor license (KPC will provide training when necessary)
- Ability to work independently and act calmly in an emergency situation.
- Ability to work successfully and motivate volunteers.
- Must be able to lift and carry heavy objects up to 50 pounds when necessary and stand for long periods of time.

A satisfactory outcome from a criminal background verification is required prior to hire.

Send resume and cover letter in PDF format to: box1@kpcenter.org

Kirkland Performance Center is an Equal Opportunity Employer.

Kirkland Performance Center provides a gathering place where people come together to express themselves creatively, exchange ideas, share culture, and connect with one another.