

Red House Arts Center, Inc.
Box Office and Event Associate (updated 05-2019)

Redhouse Box Office and Event Associate supports box office, events & rentals. This position reports to the Director of Market and PR and is a member of the marketing department.

Job Description

Responsibilities include but are not limited to:

Box Office:

- Answer phones/check voicemails and direct calls to the appropriate staff member
- Monitor box office email inbox
- Assist walk-in customers
- Keep box office neat and organized
- Develop and maintain processes and procedures
- Maintain box office digital and paper displays
- Process ticket orders, event and class registrations, refunds, subscriptions
- Manage subscriber and benefits
- Send correspondence to subscribers regarding renewals and benefits.
- Close box office daily and open as needed
- Prepare tickets and notes for evening and weekend staff
- Coordinate and schedule box office staffing and volunteers as needed

Group Sales:

- Initiate and cultivate relationships with various organizations to promote group ticket sales.
- Solicit and book group sales.
- Maintain and grow the database of group sales leads
- Work with Director of Marketing and graphic designer to create collateral materials (direct mail pieces, etc.) that will increase sales

Events & Facilities:

- Assist with set-up and tear-down for events
- Track event materials such as table cloths, easels, sign stands, decorations, etc.
- Work events as scheduled
- Ensure daily that spaces are ready for public audience (reset to neutral)
- Serve as front of house for events as needed

General/Marketing Support:

- Order office supplies
- Collect mail and packages daily from Post Office
- Distribute marketing materials in the community and ensure materials throughout the building are current. This includes flyers, posters, E-Boards.

Other duties as assigned

Qualifications

- Excellent customer service and human relations skills
- Experience with MS Office, advanced phone systems, ticketing software
- Theatre knowledge / experience preferred
- College degree preferred
- Strong verbal and written communication skills
- Attention to detail and be able to multi-task
- Agility to solve problems; excellent judgement and decision making
- Team player with impeccable integrity and a strong work ethic