

Z2 ENTERTAINMENT

POSITION DESCRIPTION

BOX OFFICE ATTENDANT

GENERAL DESCRIPTION:

THIS IS A PART TIME HOURLY POSITION. REGULARLY SCHEDULED DAYTIME SHIFTS AS WELL AS EVENINGS, WEEKENDS, AND HOLIDAYS REQUIRED.

DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- SELLING TICKETS OVER THE PHONE AND IN PERSON
- CUSTOMER SERVICE AND PROBLEM SOLVING
- ANSWERING PHONES AND CHECKING BOX OFFICE EMAIL DAILY
- HANDLE WILL CALL AND GUEST LIST ON SHOW NIGHTS
- HANDLING CASH AND CREDIT CARD PAYMENTS AND MAKING NIGHTLY DEPOSITS
- MAKING SURE MONEY IS ACCURATELY COUNTED AND SECURED
- KEEPING PHONE MESSAGES UP TO DATE
- KEEPING DISPLAYS UP TO DATE WITH CURRENT EVENT SCHEDULE
- KEEPING THE BOX OFFICE CLEAN AND PROMOTIONAL MATERIALS UP TO DATE
- OTHER DUTIES AS ASSIGNED

KNOWLEDGE/SKILLS EXPERIENCE:

- PREVIOUS CASH HANDLING EXPERIENCE
- CUSTOMER SERVICE EXCELLENCE
- ABILITY TO MULTI TASK IN A FAST PACED ENVIRONMENT
- GOOD COMPUTER SKILLS
- EXCELLENT WRITTEN AND VERBAL SKILLS
- PREVIOUS EVENT EXPERIENCE PREFERRED BUT NOT REQUIRED

PHYSICAL REQUIREMENTS:

DUTIES REQUIRE LIFTING OBJECTS UP TO 30 LBS. MUST BE ABLE TO STAND OR SIT FOR UP TO 8 HOURS AT A TIME.

ADDITIONAL REQUIREMENTS:

Every employee of Z2 Entertainment is expected to be a creative problem solver as well as possess a strong and positive attitude regarding hospitality and customer service, striving to provide a high quality guest experience through every action taken.

Additionally, it is a policy at Z2 that all communication, written and verbal, be open, honest and respectful between employees, bands, patrons and clients. Any communications that are more “challenging” should be verbal rather than written, using a supervisor as a third party mediator if necessary. This is an essential part of how we operate on a daily basis, and a crucial element in how we approach conflict resolution.

REPORTING RELATIONSHIPS:

REPORTS DIRECTLY TO TICKETING MANAGER

COMMUNICATES WITH: ASSISTANT BOX OFFICE MANAGER, BOX OFFICE ASSISTANT, GENERAL MANAGER, HOUSE MANAGER, STAGE MANAGER, AND SECURITY LEAD

COMPENSATION AND BENEFITS:

Position starts at \$16/hr

Benefits include free shows at Z2 venues, scheduling flexibility, and 401k.

To apply, please email resume to: Nichole@z2ent.com