

**ALASKA CENTER FOR THE PERFORMING ARTS
JOB DESCRIPTION**

Title: **SALES ASSOCIATE**
Department: Ticket Office
Salary Grade: 3 (\$11.00/hr-13.50/hr)
Scheduled Hours: See below...specific hours TBD
Full Time: No Exempt: No
Reports to: Director of Ticketing, Box Office Managers

SUMMARY

Sales Associates are responsible for providing superior customer service and for assisting the management staff in the smooth and efficient running of the ticket office (CenterTix).

RESPONSIBILITIES AND DUTIES

1.0 Ticketing Knowledge

- 1.1 Demonstrate knowledge of ticketing policies and procedures
- 1.2 Demonstrate knowledge of clients and venues

2.0 Ticket Office Functions

- 2.1 Answer call center phones
- 2.2 Staff box office window
- 2.3 Process ticket transactions
- 2.4 Answer patron questions using various resources at hand
- 2.5 Resolve patron complaints
- 2.6 Assist in training new ticket office staff
- 2.7 Assist in preparation of will call
- 2.8 Cash-out
- 2.9 File and clerical work as needed

3.0 Other duties as required

TICKET OFFICE HOURS

Sales associates will receive their work schedules on a weekly basis. Most part time sales associates will be required to work event evenings and weekends. Occasionally, full time sales associates will be required to work event evenings or weekends.

Accepted by: _____
Sales Associate

Date: _____

Approved by: _____
President

Date: _____

ALASKA CENTER FOR THE PERFORMING ARTS
POSITION SPECIFICATIONS

JOB TITLE: Sales Associate
GRADE: 3

High School diploma (or equivalent)

Customer service experience, preferably ticketing experience

Knowledge of basic accounting math

Ability to use PC compatible computers

Ability to provide leadership in performance of duties

Ability to speak fluently to individuals and groups both face to face and via telephone

Ability to demonstrate superior writing skills

Ability to size up situations and make appropriate decisions

Ability to work a flexible schedule

Knowledge of and enthusiasm for the performing arts

PHYSICAL DEMANDS OF POSITION:

Stand, sit, stoop, walk and climb stairs

Lift or move 25 lbs.; occasionally moves 50 lbs

WORK ENVIRONMENT:

Usual office surroundings

Occasional travel to locations outside the building

Reasonable accommodation will be explored to enable persons with disabilities to perform essential functions of the job.

APPEARANCE AND DRESS:

Appropriate to the work situation.

Revised; October 2018

N. Harbour (JF)