



Job Description Box Office Associate

Description: The Worham Center for the Performing Arts, a 501(c)3 nonprofit, is an expansion of the Diana Worham Theatre, an active, 500 seat venue in the heart of downtown Asheville, N.C. Serving 55,000 people each season, the Worham Center presents a series of critically acclaimed touring artists in dance, theatre and music, an education series for students, teachers and families, and is the home venue for more than 40 local organizations which rent the theatre each season.

Following the completion of a \$3.2 million dollar Capital Campaign, the **Diana Worham Theatre** added the **Tina McGuire Theatre** (100 seats) and the **Henry LaBrun Studio** (mixed use), transforming into the **Worham Center for the Performing Arts**, increasing programming, access, and venue availability for residents and visitors to Western North Carolina.

The Box Office Associate will attend to sales and administration in the Worham Center for the Performing Arts box office. The position will work closely with the Front of House team to ensure all Worham Center patrons receive the highest level of customer service. It is paramount that this position always serves as an excellent representative of Worham Center for the Performing Arts and its brand. This is an hourly, part-time position. A set weekday schedule will be required. Flexibility is also needed around evening and weekend availability.

Reports to: Patron Services Manager

Application Deadline: June 6, 2021

Hours: 25 to 30 a week depending on the event schedule.

Hourly wage: \$13.00 an hour.

Key responsibilities:

- Attend to ticket sales during regular business hours and during performances via phone, in person, by mail and by email.
- Assist the Patron Services Manager with communications with customers and presenters.
- Work with Worham Center staff to provide the highest level of customer service to the Centers patrons.
- Assist all Worham Center staff with the completion of projects, as needed.
- Assist the Patron Services Manager with front of house set-up and oversight.
- Receive and sign for deliveries to the Center and ensure items are properly delivered or stored in the appropriate department.
- Maintain inventory and ordering of office supplies for the Box Office.

- A commitment to be available for work for the Center's major Season on sale days and Season launch events is required.

Qualifications:

- Background in customer service – preferably with ticket sales.
- Background in cash handling preferred.
- Have good verbal and written communication skills necessary to write clear and concise correspondence.
- Have tact and diplomacy in all interactions.
- Work independently and accept responsibility for designated assignments.
- Willingness to work as a member of a team.
- Proficiency with computers, ticketing software (as trained), and with the Microsoft Office software.
- Ability to multitask and work in a high pressure and fast paced environment.
- Availability to work weekends and evenings, as needed.

To apply:

Send cover letter and resume to coco@worthamarts.org with "Box Office Associate" in the subject line.

No phone calls please.

Wortham Center for the Performing Arts is an equal opportunity employer and does not discriminate based on race, color, marital status, religion, gender, gender expression, age, sexual orientation, veteran status, national origin, genetic information, or physical or mental disabilities which do not prevent performance of essential job tasks.

Wortham Center for the Performing Arts is committed to recruiting, supporting, and fostering an equitable, diverse, and inclusive community of outstanding staff members and volunteers. Those who share this goal are encouraged to apply.