Box Office Associate Job Description

The Wortham Center for the Performing Arts, a 501(c)3 nonprofit, is an expansion of the Diana Wortham Theatre – an active, 500-seat venue in the heart of downtown Asheville, N.C. Serving 55,000 people each season, the Wortham Center presents a series of critically acclaimed touring artists in dance, theatre and music, and an educational series of curriculum-based performances for students, teachers and families. It is also the home venue for more than 40 local organizations that rent the theatre each season.

Following the completion of a $3.2 million Capital Campaign, the Diana Wortham Theatre added the Tina McGuire Theatre (100-seat black box) and the Henry LaBrun Studio (mixed-use space), transforming into the Wortham Center for the Performing Arts, increasing programming, access, and venue availability for residents and visitors to Western North Carolina.

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

**Reports to:** Patron Services Manager  
**Application Deadline:** July 19, 2023  
**Hours:** 20 to 30 a week, depending on the event schedule  
**Hourly wage:** $16.50 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 Wortham Center staff to provide the highest level of customer service to the Wortham’s patrons.
• Assist all Wortham 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 Wortham and ensure items are properly delivered or stored in the appropriate department.
• Maintain inventory and ordering of office supplies for the Box Office.
• Administate the Wortham Center’s Student Series under the supervision of the Patron Services Manager and the Education and Engagement Director.
• A commitment to be available for work for the Wortham’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.
• Have strong executive functioning and organizational skills.
• 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 that 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.