



Job Description: Box Office Associate

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, an education series for students, teachers and families, a full series of classes in the Henry LaBrun Studio 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 Wortham Theatre** added the **Tina McGuire Theatre** (100 seats) and the **Henry LaBrun Studio** (mixed use), 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 will attend to sales and administration in the Wortham Center for the Performing Arts box office and Henry LaBrun Studio classes. The position will work closely with the Front of House team to ensure 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, event schedule based, part-time position. Flexibility is needed around evening and weekend availability.

Reports to: Patron Services Manager

Application Deadline: July 7, 2025

Hours: Part time as needed according to the event schedule.

Hourly wage: \$17.00–\$18.00 an hour.

Key responsibilities:

- Attend to ticket sales and distribution during performances via phone, in person, and by email.
- Assist the Patron Services Manager and Associate Manager with communications with customers and presenters.
- Work with Wortham Center staff to provide the highest level of customer service to the Center's patrons.
- Assist the Event Management and FOH Staff with front of house set-up and oversight.
- Administrate the sales and attendance for classes in the Henry LaBrun Studio, as needed.
- The possibility of weekday hours during high volume times and on sales would be a plus.

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 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.