



## **Job Description: Box Office Associate**

The Box Office Associate supports the mission of Wortham Center for the Performing Arts by delivering a welcoming, efficient, and service-focused experience for patrons through ticketing and other patron services.

Wortham Center for the Performing Arts includes the Diana Wortham Theatre (500 seats), the Tina McGuire Theatre (100 seats), and the Henry LaBrun Studio. Located in the heart of downtown Asheville, NC, Wortham serves more than 55,000 people each season through the Wortham Presents Series of critically acclaimed touring artists, a robust education program—including a Student Series, community classes, and summer camps—and as the home venue for more than 40 local organizations.

The Box Office Associate assists with ticket sales and related administrative tasks for performances and classes and works closely with Front of House staff to help ensure a smooth and positive experience for patrons. This position plays an important role as a first point of contact and representative of Wortham Center for the Performing Arts.

This is a part-time, hourly position (up to 30 hours per week, depending on event schedule). Seasonal staff will be considered. Evening and weekend availability is needed.

Reports to: Box Office & Ticketing Manager  
Hourly Rate: \$18.00

### **Key Responsibilities:**

- Provide ticket sales and customer service in person, by phone, and via email
- Process ticket sales and distribution for performances
- Assist Box Office & Ticketing Manager with customer and presenter communications as needed
- Assist management and Front of House staff with event setup and oversight
- Assist with sales and attendance tracking for classes in the Henry LaBrun Studio
- Maintain accurate patron records and follow established cash handling procedures
- Represent Wortham Center for the Performing Arts with professionalism in all patron interactions

### **Qualifications:**

- Previous customer service experience; ticket sales experience a plus
- Experience handling cash and processing transactions preferred
- Good verbal and written communication skills
- Comfortable interacting with patrons in a friendly, helpful, and professional manner

- Strong attention to detail and organizational skills
- Ability to work independently and take responsibility for assigned tasks
- Willingness to work as part of a team in a fast-paced environment
- Basic computer proficiency, including Microsoft Office; experience with ticketing systems is a plus, but not required (training provided)
- Availability to work evenings and weekends as needed

To apply: Send cover letter and resume to [boxofficemanager@worthamarts.org](mailto:boxofficemanager@worthamarts.org) with "Box Office Associate" in the subject line. No phone calls or drop-ins 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.