



Job Title: Box Office Performance Assistant

Reports to: Box Office Manager

Responsible for: No Supervisory

Rate of Pay: \$18.00/hr

Purpose:

The Box Office Performance Assistant is responsible for selling tickets to the general public from the Arena Box Office using the Ticket Master system, while providing general information to guests. This position requires availability to work as needed for events on occasional nights/weekends.

Responsibilities include:

- Selling tickets to the general public from the Box Office
- Assist guests at the Box Office Will-Call window and resolve all issues/problems
- Create exceptional experience for all guests through a safe, clean, and friendly environment
- Familiarize self with different venue layouts
- Answer questions regarding events, tickets, & schedules
- Balance monies at end of shift with supervisor
- Assist with the restocking of box office supplies
- Follow all operational policies and procedures for box office operations
- Other duties as deemed necessary or as directed

Requirements:

- High school diploma or a general education degree
- 1 year computerized box office experience is preferred
- Experienced cash handling and strong math aptitude required
- Advanced knowledge of computerized ticket sales, preferably the Ticketmaster system but not required
- Candidates must be computer literate and be able to maintain a guest friendly, quality service attitude at all times
- Strong customer service experience, with the aptitude to resolve conflicts
- Ability to take and follow instructions in a high-paced environment
- Bilingual a plus (Spanish, Mandarin, Cantonese, Hindi or Punjabi)

TO APPLY: KCA/Queens College/CUNY is an equal opportunity employer and invites applications from a diverse pool of candidates regardless of race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or sexual orientation. Qualified candidates should submit a resume to: David.Burkard@qc.cuny.edu No phone calls please.