

Volunteer Job Description – Box Office

Box Office volunteers provide a major community service for ArtSpring and its user groups. In addition to selling tickets for events, Box Office volunteers act as ambassadors for ArtSpring; in many cases they are the “the face” of ArtSpring that visitors see.

Box Office volunteers work in a friendly, cooperative manner with the public. They provide exceptional customer service, speak enthusiastically about events, and do their best to be well informed about the events and exhibitions taking place.

TIME REQUIREMENT:

Volunteers can choose their level of involvement, whether on call, once a week or once every two weeks.

RESPONSIBILITIES:

- Greet public (walk-in and on phone) in a friendly, welcoming manner.
- Provide event information, such as ticket prices, show times and descriptions.
- Process ticket sales, memberships, and art sales for lobby and galleries.
- Process and respond to email requests.
- Maintain and update patron information in Theatre Manager database.
- Provide box office services during regular office hours and/or evening and weekend shows.
- Understand and comply with ArtSpring procedures and policies as related to box office.
- Pass on customer feedback to Administration.

QUALIFICATIONS:

- A courteous and friendly manner suitable for working with the public.
- Ability to work calmly during high-volume sales periods.
- Basic knowledge of computers.
- Reliability and responsibility to meet the requirements of the position.
- Willingness to problem solve and to go beyond typical daily duties.
- Trustworthiness and discretion in handling confidential information and Box Office receipts.
- Willingness to sign Volunteer Commitment and Confidentiality Agreement.
- Willingness to undergo Criminal Record check.