



## **Volunteer Job Description: Pre-Show 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.

### **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.
- Provide box office services during 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.