

HERITAGE CENTER FOH

ENTRY LEVEL POSITIONS

This position will require some rigorous training, 6-10 hours which includes some shadowing and side-by-side time with a supervisor. Position will involve cash handling and also serves as a front-line person for the university so excellent customer service is essential as personnel will interact directly with the public through ticketing transactions. The box office may be the very first point of contact for someone outside the university with the university so first impressions are critical. Box office hours are still to be determined.

Ticketing Assistant

Job Description

As an Ticketing Assistant, the Employee is required to perform the following duties and undertake the following responsibilities in a professional manner:

- Sell tickets to the general public, UD students, faculty and staff from the Heritage Center Box Office and by phone with the SeatAdvisor ticketing software
- 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 accurately regarding events, tickets, and schedules
- Reconcile money received
- 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 and the arts facilities
- Other duties as deemed necessary or as directed

Job Requirements

- Neat appearance
- Good communication skills
- Trustworthy and able to keep confidential information private.
- Ticketing Assistants are expected to arrive 90 minutes prior to the performance time. All are required to work night-time and weekend events as well as regular box office hours.
- Willingness to be trained in CPR, First Aid & AED.
- Good phone skills
- Ability to use critical thinking and multi-task.