

<b>ORGANIZATION</b>	Artistry
<b>POSITION TITLE</b>	Audience Services Associate
<b>SALARY</b>	\$12.00/hour plus benefits (PTO/health insurance)
<b>TYPE</b>	Part-time, non-exempt
<b>DEADLINE</b>	August 25, 2017

### **Organization Summary**

Artistry is a 501(c)(3) nonprofit theater and visual arts organization committed to engaging our region's most talented artists in work that welcomes and develops audiences and opens hearts and minds. We produce regionally recognized theater and exhibitions, offer arts education for all ages, and consult with the City of Bloomington and other partners on creative placemaking. Artistry is based at the Bloomington Center for the Arts, a multidisciplinary complex owned and operated by the City of Bloomington and programmed by Artistry and six other independent arts organizations.

### **Primary Duties and Responsibilities**

The Audience Services Associate (ASA) works an average of 30 hours per week at our audience services desk and at will call for performances. Hours include day and evening shifts and can vary from week to week. The ASA provides a warm welcome to theater patrons, students, and other customers; fosters a culture of gracious hospitality; actively promotes Artistry programming; and offers a consistently high level of service in processing ticket sales and exchanges, class registrations, art and gifts shop sales, and other retail transactions. Tasks include, but are not limited to:

- Greeting and assisting theater patrons, students, and others who enter the arts offices suite for meetings or to purchase tickets, register for classes, or shop in the gift shop.
- Processing telephone and online ticket sales and class registrations.
- Staffing the will call desk at performances.
- Communicating with current and prospective students about class schedules, supply lists, tuition payments, etc.
- Accurately balancing and recording deposit of daily sales.
- Entering charitable contributions data and generating donor thank you letters.

### **Qualifications**

Education and Experience: Bachelor's degree or equivalent experience required. Theater/performing arts major or equivalent theater experience preferred.

Skills: Excellent oral and written communication skills; excellent customer service skills; math and computer proficiency and familiarity with the Microsoft Office suite (especially Word and Excel).

Attributes: Energy, enthusiasm and a can-do attitude; resourcefulness; patience, flexibility, adaptability, and a collaborative nature; good sense of humor; thrives in a fast-paced environment; prefers too much to do over too little.

Abilities: Ability to make appropriate decisions independently; to confront and resolve conflicts in a timely, respectful manner; to work independently and as member of a diverse team; and to accept responsibility for setbacks and successes as appropriate.

### **Application Process**

Please submit a résumé and cover letter by 5 p.m. on August 25, 2017. Materials must be submitted electronically to [info@artistrymn.org](mailto:info@artistrymn.org).

*Artistry is an Equal Opportunity Employer.*