

<b>Job title</b>	<i>Audience Services Associate</i>
<b>Reports to</b>	<i>Audience Services Manager</i>
<b>Job Status</b>	<i>Part time, non-exempt,</i>
<b>Salary Range</b>	<i>\$19 / Hr</i>
	<i>Application deadline: April 3, Preferred start date: April 10, 2024</i>

### **Job purpose**

**The Audience Services Associate assists the Audience Services Manager in overseeing the patron experience from point of sale to the day of events.**

### **Duties and responsibilities**

**The Audience Services Associate** role will be a split position between some daytime box office and evening/weekend performance hours. Performance weeks will include working Front of House positions during performances and events (typically performances/shows run Wed - Sun), appx 20-30 hrs/week. Artistry produces approximately 4 musical productions each season with various events, including one night performances, fundraiser gala, and donor/volunteer events. During Non-Performance weeks flexible daytime hours in the ticket office will vary.

- Responsible for providing the highest-quality patron experience.
- Engage with customers to sell tickets, hand out will call, resolve any ticket/seating issues.
- Work with Audience Services Manager on booking, tracking and assisting in all Group Sales.
- Maintain ticket system database, mailing lists.
- Set up lobby, refill promotional materials, prepare concessions and box office.
- During intermission will be the main Concessions seller with volunteer or staff assistance.
- Track concession pre and post show sales, filling out reports, square information and deposit.
- Make sure audience members safely depart following performance and assist volunteers with cleaning of the house.
- Assist customers with ticket sales or other information by returning calls, exchanging/mailling tickets during weekday box office hours as scheduled.
- Integral part of the Artistry team supporting donor services, education, and special events as needed.
- Providing moments of WOW for the audience! Going above and beyond.
- Other tasks as assigned.

### **Qualifications**

#### *Education and Experience*

- High School Diploma or equivalency
- Familiarity and interest in a box office / front of house / theater setting
- Experience in Ticketing Software (AudienceView), Square POS and Google Docs a plus.

### *Skills*

- Exceptional customer service skills.
- Excellent written and oral communication skills.
- Excellent interpersonal and relationship-building skills, including skills in resolving conflict and working with strong and diverse personalities.
- Exceptional organizational skills with the ability to prioritize and manage multiple tasks as well as create and meet deadlines.
- Ability to effectively and professionally resolve customer issues including ticketing and/or seating issues.

### *Attributes*

- Confident and poised
- Calm, collected, and professional with encounters with the public
- Resourceful, dedicated, and creative
- Patient, flexible, and collaborative
- Friendly and a good sense of humor

### **Physical requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to climb stairs. The employee is occasionally required to lift and/or move items up to 25 pounds. Individuals may also be required to work at a computer terminal for extended lengths of time.

### **About Artistry**

Artistry is an award-winning theater and visual arts non-profit with our home in the Bloomington Center for the Arts. Strongly committed to bringing vibrant and diverse arts experiences and learning to our community, Artistry produces a wide variety of work that informs and illuminates the South Metro, reaching over 80,000 people a year.

### **To Apply**

To be considered for this position, please email a cover letter and send to:  
**jobs@artistrymn.org \ attn: Eric Herr-Madsen**

*Diversity creates a healthier atmosphere: All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.*

*AN AFFIRMATIVE ACTION / EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER*