

Raue Center For The Arts
Front of House Associate - Job Posting

Part-Time, Non-Exempt, 20-hrs/Week

The Front of House Associate provides direct customer service to patrons seeking tickets and information about events via box office operations and supports the efficient operation of Raue Center's front-of-house activities in preparation for performances on show days. This position supports all Front of House activities and requires an individual comfortable interacting with patrons, customers, and volunteers in a public setting.

ESSENTIAL FUNCTIONS, RESPONSIBILITIES, KNOWLEDGE and SKILLS

- Promotes events and sells tickets to all box office patrons.
- Provides customer services to patrons purchasing tickets presented by Raue Center, third-party rental, and other community groups, as applicable.
- Communicates with a variety of patrons in person, on the phone, and via email, and is comfortable answering questions regarding event details, ticket pricing, and theater policies and procedures.
- Remains calm in occasional stressful or challenging situations while maintaining a high level of service, and upholding the organization's policies and mission.
- Assists the Front of House Manager with various Box Office operations related to ticket sales, concessions, and volunteer services; including event and ticket set-up, ticket performance reporting, and relaying information regarding ticket performance(s) and patron feedback.
- Assists the Front of House Manager with house managing shows, as needed.
- Must be comfortable working individually as well as with others.
- Must be available evenings and weekends.

REQUIRED EDUCATION/EXPERIENCE and LICENSE CERTIFICATIONS

- Education required: High school diploma.
- At least one year of experience in retail or a role in a fast-paced environment is preferred.
- Ability to gain experience, knowledge, and skills in the day-to-day operations of a mission-based organization.

PAY RATE: \$15 per hour

TO APPLY:

Please email your cover letter and resume to Maribeth Ling: at boxoffice@rauecenter.org