ASSISTANT BOX OFFICE MANAGER — Part Time

UD’s Department of Theatre is seeking a courteous, professional, strong self-starter and team player to work in a busy box office. Responsibilities include exceptional custom service; selling subscription and single ticket sales for the Resident Ensemble Players (REP), Master Players, and Department of Music on a computerized ticketing system; processing financial paperwork and sales reports; training of student workers; and creative problem solving.

This is a part-time position, working 25 – 30 hours per week, with no University of Delaware benefits and requires a flexible schedule with primary availability needed between noon and 5 pm, Monday through Friday. This position includes working some nights and weekends.

RESPONSIBILITIES:

• Process Ticket orders in person at the box office, via telephone, email, and the Internet
• Respond to all patron inquiries and concerns related to ticketing and box office information
• Process all incoming telephone calls, and greet visitors, determining and directing them to the proper staff member (take messages as necessary)
• Train student workers on computerized box office system and proper box office protocol and procedures
• Update and maintain patron master file database
• Organize and maintain project files
• Daily facility opening and closing procedures
• Inventory and replenish supplies from stock
• Other duties as assigned

QUALIFICATIONS:

• A high school diploma and four years of professional work history; performing arts box office experience with a computerized box office system preferred
• Strongly demonstrated oral communication, excellent customer service and problem solving skills in a fast-paced office
• A clear and pleasant manner of communicating with an outgoing personality and an easy ability to form relationships and connect with people
• Strong cash handling skills with high personal integrity and trustworthiness
• Proficiency with computers, Microsoft Word, Excel and database software

• Ability to work effectively with people of diverse cultural backgrounds

• Fluency in various forms of social media

• Attention to detail and excellent time management skills

• Ability to manage multiple projects and a variety of deadlines concurrently

• Commitment to achieving high standards with limited resources

• Ability to sit or stand at a computer for long periods and lift/carry up to 50 pounds

• Ability to handle workplace stress with professionalism and a strong self-starter

**TO APPLY:** Email a current resume, cover letter, and three references to nhowatt@udel.edu

Employment offers will be contingent upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.

The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members and Women. The University's Notice of Non-Discrimination can be found at [http://www.udel.edu/aboutus/legalnotices.html](http://www.udel.edu/aboutus/legalnotices.html).