

### **Box Office Associate – 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; processing subscription and single ticket sales for the REP, Master Players, and Department of Music on a computerized ticketing system; and creative problem solving.

This is a part-time, seasonal position, working 25 – 30 hours per week from September through May, with no University of Delaware benefits and requires a flexible schedule, including working some nights and weekends. This position is renewable annually contingent upon the availability of funding, departmental needs and performance.

#### **Responsibilities:**

- Process Ticket orders on a computerized box office system in person at the box office, via telephone, email, and the Internet
- Respond to patron inquiries and concerns related to ticketing and box office information
- Update and maintain patron master file database
- Other duties as assigned

#### **QUALIFICATIONS:**

- Able to work Monday through Friday from noon to five p.m., including some evenings and weekends
- 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 ages and 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
- A strong self-starter with the ability to handle workplace stress with professionalism

**TO APPLY:** Email a current resume, cover letter, and three references to Tina Sheing at [tsheing@udel.edu](mailto:tsheing@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>.