



the **reser**

PATRICIA RESER
CENTER FOR THE ARTS

Patricia Reser Center for the Arts Position Posting: Box Office Associate

FLSA Status: Non-exempt; Part-time; Hourly; Nights and weekends required as needed.
Date of Posting: January 24, 2023

Please note: Full vaccination against COVID-19 is a prerequisite for employment. The Reser will consider exemptions for medical or religious reasons. Masks must be worn inside the facility until further notice.

ABOUT US

The Patricia Reser Center for the Arts (“The Reser”) is a new, nonprofit professional arts center opened to the public March 2022, in downtown Beaverton, Oregon. Located near City Hall, Beaverton Central Max station, and The Round, the facility comprises a 550-seat Mainstage Theater, an art gallery, and meeting & rehearsal rooms. The Reser will present national touring artists, local and regional performing arts organizations, visual arts exhibitions, arts education programs, and serves as a social and cultural hub for Beaverton and its surrounding communities. For more information about the Patricia Reser Center for the Arts, please visit www.thereser.org

The Reser is governed by the Board of Trustees of Beaverton Arts Foundation (doing business as Patricia Reser Center for the Arts), consisting of accomplished, respected, and dedicated community volunteers. In a successful public/private partnership with the City of Beaverton, they have brought The Reser to life.

Although BAF dates from 1999, The Reser itself is a relatively new organization. Its “launch phase” is focused on the fine-tuning of its technical and ticketing systems, staff development and training, and Grand Opening events. Adaptability and a personal commitment to the mission of The Reser are vital qualities for any employee in this environment. Successful candidates will be confident in their ability to fulfill the specific job responsibilities and will possess the skill and energy required to work in a new building, alongside new colleagues, in a fast-paced, start-up environment.

ABOUT THE JOB

The Reser is seeking energetic, skilled, Box Office professionals to join our growing team. This position offers the rare opportunity to play a role in the launch of a new arts organization, to help shape The Reser’s patron services environment, and ensure the seamless integration of customer service and ticketing. The Box Office Associates will play an important role in community support of the organization by helping to ensure a superb patron experience. As front-line professionals the Reser’s Box Office Associates will also play an important role in actualizing The Reser’s commitment to the principles of Equity, Diversity, and Inclusion.

PRIMARY RELATIONSHIPS

Box Office Associates report directly to the Box Office Manager and/or Box Office Coordinator and will primarily be engaged in ticket sales and fulfillment, welcoming visitors into the building, interacting with audience members in person, by phone, and online. In addition, Box Office Associates may interact with the Director of Marketing and Patron Services, Front of House Manager, ushers, and other departments, including Operations, Administration, Programming, Development, and other members of the Marketing staff.

WHAT YOU’LL DO

Box Office Associates will provide exemplary service to patrons. The ideal candidates will be experienced, problem solving, ticketing professionals, dedicated to peerless customer service and the creation of a welcoming atmosphere for patrons and colleagues alike.

Principal Responsibilities

- Develop and maintain skills working with Tessitura, The Reser's ticketing and CRM software.
- Be the first point of contact for new and returning patrons, whether by telephone or in person, providing services that include ticket sales, resolving ticket issues, selling gift certificate, and memberships.
- Actively promote ticket sales to future performances and events.
- Respond to phone calls, emails, and walk-up requests promptly and accurately; refer issues to managers if needed.
- Answer questions regarding The Reser's programming, performances, and facilities knowledgeably; respond to questions regarding navigating the website, directions to The Reser, parking questions, accessibility to The Reser, and other inquiries.
- Maintain current and thorough knowledge of The Reser's performance and event schedule, audience policies, and admission requirements, etc.
- Help create a patron centered environment: Promote customer satisfaction; be a welcoming face of The Reser for its patrons; provide solutions for patron complaints or disputes; coordinate with house staff and managers to resolve event issues; build relationships with regular patrons, members, and donors. Be exceedingly welcoming and helpful to patrons, visiting presenters, and colleagues.
- Available to work evening and weekend shows, as well as daytime fill-in as needed.

SKILLS AND EXPERIENCE NEEDED

- Experience in the use of Box Office software, preferably Tessitura or a similarly robust system.
- At least two years of customer service experience; the ability to think quickly and solve problems to ensure the comfort and safety of patrons; skill in conflict resolution.
- People skills; a talent for diplomacy; a friendly approach that can be efficient and firm without also being rigid.
- Must be highly organized and detail oriented; accurate, adaptable, and calm under pressure.
- Able to work both independently and as an unselfish team member dedicated to the empowerment and success of colleagues. A builder of strong relationships.
- Willingness and ability to work a flexible schedule, including days, nights, weekends, as well as some holidays as required by the event schedule.

PREFERRED QUALIFICATIONS

- Enthusiasm for the performing arts and artists and the ability to communicate that to patrons.
- Experience in a performing arts center and an understanding of how all the elements of events fit together.

WORKING ENVIRONMENT - ESSENTIAL PHYSICAL ABILITIES

Most of the responsibilities of this position are performed in a traditional office setting and do not typically involve equipment that poses a threat of injury. The successful completion of duties relies on the following physical abilities: Sufficient (corrected or uncorrected) vision to read text of various sizes and perceive colors and shapes accurately. Sufficient clarity of speech and hearing to communicate effectively in person and on a telephone, to hear sounds within the normal range of conversation and in the context of crowd noise. Sufficient manual dexterity to operate office equipment. Sufficient personal mobility, strength, and reflexes to perform light work and to reach, stoop, bend, kneel, climb, and lift as much as 30 pounds. Must also be able to stand for extended periods of time without assistance. *The physical abilities required for this position may be flexible and we encourage those who may require accommodation to apply.*

COMPENSATION AND BENEFITS

An hourly wage of \$19, commensurate with experience.

HOW TO APPLY

Interested and qualified applicants are encouraged to submit a resume, accompanied by a cover letter describing why this position is of interest and the personal and professional experience that has prepared them to be successful. All applications will be held in confidence. Initial review of applications will continue until available positions have been filled. Interested applicants should submit materials as soon as possible.

All applications and/or inquiries should be sent via email only to: jobs@thereser.org

MS Word or PDF attachments only, please
Subject Line: BOX OFFICE ASSOCIATE application
No phone calls

File names of all resumes and attachments should include applicant's last name

The Patricia Reser Center for the Arts is an equal opportunity, at-will employer, dedicated to the goal of creating a diverse and inclusive working environment. We strongly encourage applications from women, persons of color, and LGBTQ individuals. All qualified applications will receive consideration for employment without regard to age, race, color, religion, gender, gender expression, national origin, protected veteran status, marital status, sexual orientation or any other characteristic protected by law.

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