



**JOB TITLE: Ticket Office Assistant**

**POSITIONS AVAILABLE: 1**

REPORTS TO: Director of Operations  
TERM: Part-Time, Paid Hourly, 20plus hours/week

DEADLINE TO APPLY: Accepting until fulfilled  
AVAILABILITY: Weekday, Daytime

**SUMMARY OF POSITION**

The Ticket Office Assistant supports the Ticket Office during weekday hours by providing assistance with ticket sales and front desk operations within CCT's Administrative Building. The position requires in-person and phone customer service, in-bound sales, donation and usher coordination, and general database/spreadsheet management. Ideal candidates can commit to approximately 20 hours per week, Monday through Friday between 9:00am - 5:00p. The Ticket Office Assistant may also pick up additional hours as a Front of House staff member (concentrating in Ticketing or House Management), facilitating the patron experience before, during, and after each performance.

**DUTIES AND RESPONSIBILITIES**

- Processes sales in-person and by phone in Ticketing System.
- Answers phone, email, and customer window during office hours.
- Assists with community donation requests, entering data and creating certificates and letters.
- Assists with general database and spreadsheet management, including theatre usher sign-ups.
- Provide exemplary and proactive customer service to all internal and external clients such as patrons, subscribers, donors, vendors, board members, etc.
- Communicates CCT Ticket Office policies and procedures and positively represents the CCT Brand
- Functions as greeting/safety point-person when Customer Service Associate is unavailable.
- Relates information regarding all CCT programs (Academy, APA, Theatre for the Very Young, etc.)
- Acting Ticketing Associate Night of Show: staffs the Box Office on show nights, processing ticket sales, answering questions, and providing customer service.
- Acting House Manager Night of Show: completes the assigned reports and tasks related to safety, cleanliness, customer service, usher management, and ticket taking.
- Completes special projects as assigned.

**QUALIFICATIONS**

- High school diploma or equivalent required; some college experience preferred.
- Must be outgoing, friendly, and able to deal with problems in a fast-paced environment.
- Excellent organization skills and attention to detail.
- Ability to work independently and retain information
- Experience in Ticket Office or Ticket Sales is preferred.
- Proficiency in Microsoft Word, Excel, and Outlook
- Minimum 1 year experience in a customer service field.
- Familiarity with theatre and live performance is a plus.
- Prior cash handling experience with no prior arrests, felonies, or convictions.
- Successfully pass a pre-employment screening including background and past employment verification.

**COMPENSATION**

- Starting \$10/hourly or commensurate with experience, paid bi-weekly
- Approximately 20 hours weekly, Monday to Friday (Shifts vary in length, 3-6hrs)
- Complimentary tickets to CCT shows

**TO APPLY**

Please send cover letter and resume to Director of Operations Allison Walker by mail (177 E. Naghten St. Columbus 43215) OR email (Allison@ColumbusChildrensTheatre.org).