



Position Title: Box Office Associate

Reports To: Audience Services Manager

Status: Part-time, 4-16 hours a month, flexible schedule

Schedule: Weekend afternoon and evening shifts, flexible scheduling

Hours: Minimum 1 shift per month, average 4 hours per shift

Position Summary:

The Cowles Center Box Office Associate's primary responsibility is to ensure patrons at The Cowles Center have an efficient, positive, and quick experience while purchasing tickets. The ideal candidate has a passion for the arts and is ready to work to ensure that all guests receive exceptional customer service. They will be a quick learner and able to think critically.

Box Office Associates work as a representative of The Cowles Center for Dance & the Performing Arts by providing ticket sales for Cowles patrons in person and over the phone. They will work with fellow staff to see that the box office is working efficiently and effectively. This position serves as an ambassador for The Cowles Center and our performing companies by sharing information about productions, answering questions, and directing additional inquiries or concerns to the appropriate person or department within the organization.

Primary Responsibilities:

- Implement approved box office strategies and policies to ensure the highest level of customer service
- Communicate the current season articulately and enthusiastically
- Handle telephone and in person sales for events at the theater
- Maintain a positive image of The Cowles Center through contact with guests and patrons
- Provide positive enforcement of The Cowles Center policies and procedures
- Perform other duties and responsibilities as required or assigned

Qualifications:

- High school diploma or equivalent preferred
- Strong communication skills
- Ability to learn quickly and think critically
- Strong basic math skills
- Ability to speak clearly, kindly, and enthusiastically over the phone
- Ability to work flexible schedule

Preferred Skills:

- Ticketing or sales experience (Vendini experience strongly preferred)
- Experience in customer service (both telephone and in person)
- Experience handling money
- Knowledge of Cowles productions and programs
- Enthusiasm and passion for the arts, especially dance

About The Cowles Center:

The Cowles Center for Dance & the Performing Arts serves as the Twin Cities' flagship for dance, presenting a wide array of productions each season in the Goodale Theater in the heart of Downtown Minneapolis. The Center's campus includes performance spaces, education studios and administrative offices for more than 20 arts and nonprofit organizations – making it a dynamic and vibrant hub for the Twin Cities' performing arts community and a place where dance can grow and thrive.

To Apply: Email resume and cover letter to jobs@thecowlescenter.org. No phone calls please.

The Cowles Center for Dance & The Performing Arts is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of any status or condition protected by applicable federal or state laws.