



**Position Title:** Box Office Associate (Day)

**Reports To:** Audience Services Manager

**Status:** Part-time, 8 or 12 hours a week

**Schedule/Hours:** Daily shifts from 11am-3pm, either Thurs-Fri, or Tue-Fri. Occasional weekend event shifts available but not required.

**Position Summary:**

The Cowles Center Box Office Associate's primary responsibility is to ensure patrons at The Cowles Center have a positive, enriching experience in our facilities. 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 also be able to work independently while being able to handle various issues as they arise.

The Day 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 and assisting in ticket sales responsibilities during open Box Office hours. This position serves as an ambassador for The Cowles Center by sharing information about productions, answering questions, and directing additional inquiries or concerns to the appropriate person or department within the organization.

**Primary Responsibilities:**

- Communicate the current season articulately and enthusiastically.
- Implement approved box office strategies and policies to ensure the highest level of customer service.
- Handle telephone and in person sales.
- Process ticket orders for events.
- Answer patron questions about events and the theater.
- Maintain a positive image of The Cowles Center through contact with guests and patrons and provide positive enforcement of The Cowles Center policies and procedures.
- Perform other duties and responsibilities as assigned.

**Qualifications:**

- High school diploma or equivalent preferred
- Strong communication skills
- Ability to learn quickly
- Ability to work a set schedule
- Ability to speak clearly, kindly, and enthusiastically over the phone
- Strong basic math skills
- Time Management skills
- Experience handling money

**Preferred Skills:**

- Ticketing experience (Vendini experience preferred)
- Experience in customer service (both telephone and in person)
- 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, cover letter, and shift availability to [jobs@thecowlescenter.org](mailto: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.*