



# Box Office Assistant

## JOB DESCRIPTION

**Title:** Box Office Assistant

**Employee Classification:** Non-exempt, part-time, hourly

**Work Schedule:** Box Office Assistant: Wednesday through Friday 9:00am-5:00pm. Saturday 9:00am-6:00pm.  
*The position is a job share, and will require schedule flexibility.*

**Reports To:** Lead Floor Manager

**Job Purpose:** Promote Seattle Children's Museum's mission by supporting the Box Office in meeting standards of customer service and Box Office operations.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

<p>1. 45% <b>SUPPORT THE BOX OFFICE:</b></p> <ul style="list-style-type: none"> <li>• Run daily Box Office operations in absence of Box Office Coordinator</li> <li>• Respond to email/phone messages as needed</li> <li>• Assist in maintenance of membership database</li> <li>• Assist in maintenance of ticketing database</li> <li>• Data entry/statistic tracking</li> </ul>	<p>2. 35% <b>MAINTAIN QUALITY CUSTOMER SERVICE STANDARDS:</b></p> <ul style="list-style-type: none"> <li>• Uphold standards of Box Office operation set forth by Box Office Coordinator</li> <li>• Uphold Museum standards of interaction with guests</li> <li>• Understand and implement all Box Office/Museum policies</li> </ul>
<p>3. 10% <b>SUPPORT THE COMMUNICATIONS TEAM:</b></p> <ul style="list-style-type: none"> <li>• Assist in additional tasks as assigned, including:              -Help with mailings, data entry, phone calling and guest services</li> </ul>	<p>4. 10% <b>SUPPORT THE MUSEUM AS A WHOLE:</b></p> <ul style="list-style-type: none"> <li>• Assist in additional tasks as assigned</li> <li>• Keep up to date on museum policies, programs, and events</li> <li>• Participate in all training sessions to review and learn new material</li> </ul>

## **JOB QUALIFICATIONS**

- EDUCATION:** High school diploma or GED required, A.A. or B.A. preferred
- EXPERIENCE:** Administrative experience required. Customer Service experience preferred. Familiarity with a fast-paced work environment preferred.
- SKILLS & ABILITIES:** Ability to interact with children, parents, grandparents, nannies and other guests in a professional manner. Excellent computer skills and multitasking abilities. Strong communication skills, flexibility and responsibility, decision making skills, and leadership skills.

Please sign below stating you have read and understand the above job description.

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Employee's Signature

Date