

## **JOB DESCRIPTION-THE GRAND OSHKOSH**

**Title:** Box Office Operator

**Reports to:** Patron Services Manager

**Classification:** Part-time, non-exempt

### **Position Purpose:**

Assist Grand Oshkosh patrons in performance selection, seat selection, and ticket purchases in a helpful, courteous, and professional manner. Act as initial point of contact for The Grand Oshkosh by answering questions and routing inquiries to the appropriate Administrative Staff member. Assist with other special projects as requested.

### **Primary Responsibilities:**

- Complete documentation and paperwork for daily ticketing, including reconciliation of transactions and daily reports, as well as maintaining Box Office databases, manuals, and files.
- Prepare bank deposits, ensure proper cash on hand for events, deliver mail to the post office, stock and maintain supplies in the Box Office and Lobby area.
- Maintain a high level of customer service with a large and diverse patron base.
- Work closely with on-site staff during performances to ensure accurate reporting of complimentary tickets, patron updates and requests, and group ticket orders.
- Troubleshoot problems effectively and efficiently to ensure patron satisfaction while serving as an ambassador of the organization.
- Must be capable of opening, closing, and working in the box office at times without supervision. Must be available to work some evening and weekend shifts depending on performance schedules and Box Office needs.

### **Experience & Responsibilities:**

- Working knowledge of Microsoft Office and related computer programs
- Knowledge of basic office procedures
- 2+ years of customer service or related experience
- Knowledge of basic cash handling, check, and credit card processing
- Ability to lift and carry up to 50 lbs.
- Prior ticketing experience beneficial, but not required

### **Background Check Requirements:**

Satisfactory criminal and financial background check required

The above position description is not intended to be a complete listing of duties but merely a statement of examples of common duties to be performed. The Grand Oshkosh reserves the right to amend the above example at any time.

To apply, please send application and resume to:

Kylie Montee, Patron Services Manager

The Grand Oshkosh

P.O. Box 1004

Oshkosh, WI 54901

Email: [jobs@thegrandoshkosh.org](mailto:jobs@thegrandoshkosh.org)

**Application Deadline:** May 31, 2022

The Grand Oshkosh Inc.  
Employment Application

Applicant Information			
Last Name	First	M.I.	Date
Street Address		Apt/Unit #	
City	State	ZIP	
Phone #	Email		
Start Date		Desired Salary /hour	
Position Applied For			
Are you a citizen of the United States?    Yes <input type="checkbox"/> No <input type="checkbox"/> If no, are you authorized to work in the U.S.?    Yes <input type="checkbox"/> No <input type="checkbox"/>			
Have you ever worked for this company?    Yes <input type="checkbox"/> No <input type="checkbox"/> If so, when?			
Have you ever been convicted of a felony?    Yes <input type="checkbox"/> No <input type="checkbox"/> If so, please explain			

Education			
<b>High School</b>		Address	
From	To	Highest Year completed?	Degree Received?
<b>College</b>		Address	
From	To	Highest Year completed?	Degree Received?
<b>Other</b>		Address	
From	To	Highest Year completed?	Degree Received?

References			
<i>Please list three professional references to which you are not related.</i>			
<b>Full Name</b>		Relationship	
Company	Phone	Email	
Address			
<b>Full Name</b>		Relationship	
Company	Phone	Email	
Address			
<b>Full Name</b>		Relationship	
Company	Phone	Email	
Address			

Previous Employment		
Company		Phone
Address		Supervisor
Job Title	Starting Salary /	Ending Salary /
Responsibilities		
From	To	Reason for Leaving
May we contact your previous supervisor for a reference? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Company		Phone
Address		Supervisor
Job Title	Starting Salary /	Ending Salary /
Responsibilities		
From	To	Reason for Leaving
May we contact your previous supervisor for a reference? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Company		Phone
Address		Supervisor
Job Title	Starting Salary /	Ending Salary /
Responsibilities		
From	To	Reason for Leaving
May we contact your previous supervisor for a reference? Yes <input type="checkbox"/> No <input type="checkbox"/>		

Additional Information
<i>Please share any information about yourself as you feel it relates to this position.</i>

Disclaimer and Signature
I certify that my answers are true and complete to the best of my knowledge.
If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.
Signature _____ Date _____