

JOB DESCRIPTION – THE GRAND OSHKOSH

Title: Box Office Assistant

Reports to: Front of House 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 departments' special projects as requested.

Primary Responsibilities:

- Accurately complete reconciliation of transactions and daily reports.
- Complete documentation and paperwork for daily ticketing, as well as maintaining Box Office databases, manuals and files.
- Make 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.
- Work closely with Front of House Manager to ensure accurate reporting of complimentary tickets, patron updates and requests, and group ticket orders.
- Maintain a high level of customer service with a large and diverse patron base.
- Troubleshoot problems effectively and efficiently to ensure patron satisfaction while serving as an ambassador of the organization.
- Assist Front of House Manager with administrative tasks as needed.
- 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 and Qualifications:

- 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 & 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:

Molly Andreae, Front of House Manager

The Grand Oshkosh

222 Pearl Ave, Oshkosh WI 54901

Email: jobs@thegrandoshkosh.org

Application Deadline: June 16, 2021

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			
High School		Address	
From	To	Highest Year completed?	Degree Received?
College		Address	
From	To	Highest Year completed?	Degree Received?
Other		Address	
From	To	Highest Year completed?	Degree Received?

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

Please share any information about yourself as you feel it relates to this position.

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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