

Position:	Box Office Associate
Reports to:	Assistant Director, Production/Media Arts Festival
Number of Positions:	1-2
Location:	California State University, Fresno - Fresno, CA
Employment Dates:	June 20 to July 22, 2024
Rate of Pay:	\$16.50/hour, paid monthly
Schedule:	10-30 hrs/week, evenings, weekends and holidays required

Position Summary

Under the direct supervision of the Assistant Director, Production/Media Arts Festival, the Box Office Associate will perform various administrative and customer service activities in support of Summer Arts. Typical duties include:

- Sell and process paid and complimentary tickets for all public events (in person, over the telephone, via mail requests, and via internet requests).
- Provide patrons with performance descriptions and directions to venues.
- Manage and oversee sale of Summer Arts and Guest Artist merchandise at public events and at other Summer Arts functions.
- Submit all reconciliations and performance income immediately following each shift and event.
- Maintain appropriate cash box for box office and other performance locations.
- Maintain the seasonal Summer Arts Patron mailing list database.
- In coordination with the Patron Services Associate (PSA), maintain a log of lost and found items to be stored in the Summer Arts Office.
- Attendance required at CSU Summer Arts employee orientation and other functions.
- Other related duties as required and assigned by supervisor.
- The Box Office Associate will have regular interactions with Summer Arts staff, faculty course coordinators, guest artists, campus personnel, members of the community, and Summer Arts students.

Qualifications and Requirements

- Individual must be dependable, courteous, punctual, and a self-starter with the ability to problem-solve under pressure, and to work well with others.
- Experience with Microsoft Word and Excel.
- Previous experience selling performance tickets, working as a retail cashier, or working in an interactive customer service position, a plus.
- Strong accounting and mathematical skills.

- Some work may involve safely lifting and moving items weighing up to 20 pounds and standing for long periods of time, and may be in low-light areas and/or areas of restricted physical access.
- Required dress for the Box Office Associate is business casual/professional, and comfortable and quiet shoes and other accessories.
- May need to travel to off-campus performance venues.

Application Instructions

- Apply online with a cover letter, resume, and references in PDF format by [clicking here](#).
- Indicate in the cover letter which position(s) you are applying to and why.
- Apply by March 15, 2024 for full consideration. Interviews will be conducted beginning the week of March 18.