

Montalvo Employment Opportunity

Box Office/Patron Services Representative

At Montalvo Arts Center, we strive to continually develop a welcoming environment where all people have a sense of belonging and find enrichment through the arts. We seek to build bridges locally and globally. We invite you to join us.

We are seeking a welcoming and highly organized Box Office/Patron Services Representative to serve as the face and voice of Montalvo Arts Center. In this role, you will assist our patrons with ticket sales, inquiries, membership, and provide exceptional customer service. The ideal candidate has a passion for the arts/our mission and thrives in a dynamic environment.

Target Hiring Date: Third week of July. This is an hourly/non-exempt 30 hour per week role. The schedule varies and aligns with our program and event calendar.

Responsibilities include, but are not limited to:

- Initiate and complete ticket sales, program registration and membership inquiries, in person, over the telephone and during events.
- Assist Patron Services Manager with maintenance of ticketing database and reporting.
- Resolve all ticket related issues in a timely and professional manner
- Prep and work all ticketed events – this includes evening and weekend events.
- Thorough knowledge of Montalvo events, activities, grounds and history in order to provide outstanding customer service.
- Assist Community Engagement Manager with maintenance of volunteer database.
- Manage the Photo Permit process for the Rentals and Events Department.
- Perform other related duties as required.

Education, Skills and Experience:

- 2+ years' public facing Box Office experience or customer service experience.
- Excellent organizational skills with attention to detail and capacity to multi-task under pressure.
- Excellent written and verbal communication skills.
- Ability to work collaboratively and independently to achieve goals.
- Strong computer proficiency, including Office365.
- Proficiency with ticketing software and/or database management. Experience with Tessitura software strongly preferred.
- Personal interest and/or background in the arts is preferred.

Working Conditions & Physical Tasks:

- Typical office environment; requires the ability to remain seated at a computer workstation for extended periods. Some job functions may be performed outdoors. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to sit, stoop, kneel, crouch, or crawl. The employee may

lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

- Must be able to work evenings and weekends.
- Must have a valid driver's license and clean DMV record.

Benefits:

Montalvo offers a comprehensive benefits package that includes Medical, Dental and Vision insurance, Life/LTD, generous PTO, Flexible Spending, EAP, and a 401(K) Retirement Plan with an employer match.

Compensation Range: \$25.00 - \$30.00 per hour

To apply, please submit a cover letter and resume summarizing your skills and experience related to the position – send to: hr@montalvoarts.org.

The position is open until filled. Applicants will be screened for qualifications and experience. Not all applicants who meet the minimum qualifications will be contacted or offered an interview.

For more detailed information about Montalvo Arts Center visit our website at www.montalvoarts.org.

Montalvo Arts Center is an Equal Opportunity Employer.