



# GLEN ECHO PARK

Glen Echo Park Partnership for Arts and Culture

The Glen Echo Park Partnership for Arts and Culture is a nonprofit organization that manages the programs and facilities at Glen Echo Park, a vibrant arts and cultural center located in Montgomery County adjacent to Bethesda and the Town of Glen Echo. The Park is a community of artists, educators, dancers, and performers who share their knowledge and expertise with participants and audiences of all ages and skill levels. The Glen Echo Park Partnership is dedicated to encouraging public participation in all that the Park has to offer.

The Glen Echo Park Partnership for Arts and Culture seeks a Box Office Associate to assist patrons and groups with ticket and event information, purchases, exchanges and inquiries and ensures a smooth and efficient ticketing process. This could be a growth opportunity for the right candidate.

Job Title	Effective Date
Box Office Associate	Jan 15, 2025
Department	Reports to (Position)
Operations	Chief Operating Officer

Hours	FLSA Status	Pay Type	Salary Range
Part-time - 20-30 hrs/wk	Non-Exempt -	Hourly -	\$16 - \$20

## Work Schedule and Hours

- This is a regular, part-time hourly position, working on-site 20-30 hours per week as scheduled
- Normal shifts will be during the hours of 9:30 am to 3:30 pm Thursday to Sunday with additional hours on Wednesday (schedule TBD). There may be some adjustments to these hours going forward as needs are identified.
- Scheduled shifts will be confirmed on a monthly basis. Occasional coverage for other team members as needed.
- Additional shifts may be available outside regular hours.

## Benefits

- Sick and Safe leave
- 401K available after 12 months (up to 5% of salary matched, no vesting)

## Duties & Responsibilities:

### Information and Box Office

- Answer in-person, phone and email inquiries about performances, tickets, and group sales
- Set up and maintain performance and event information on the ticketing platform(s)
- Process online, phone, and in-person ticket sales including special requests
- Facilitate group sales and visits to the Park, assist with ticket sales and provide information
- Print tickets/attendance lists and distribute tickets, process in-person sales, and monitor all inquiries from patrons
- Reconcile cash and online ticket sales, prepare deposits, and provide information including daily settlement reports to business manager
- Execute opening and closing procedures
- Communicate with performance and event staff to ensure the best experience for the audience
- Have and utilize a working knowledge of all Park performances, policies, and services and be able to answer general questions courteously
- Provide quality customer service in an inclusive, welcoming environment to all Park Patrons
- Interface with a variety of Park presenters to provide information regarding their bookings
- Maintain a neat and organized working area and environment
- Perform other duties as assigned related to marketing and booking performances at the Park

## Ticketing System

- Able to navigate and use the ticketing platform(s) and resolve routine platform(s) issues by working with partner and platform representatives.
- Maintain performance and event ticket information from partners and Partnership staff and enter the information in the ticketing platform when applicable.
- Generate reports as needed for partners, event managers, and financial reporting
- Enter data for performance attendance and statistics
- Troubleshoot customer services issues and refer complex customer service issues to manager
- Train other staff on the ticketing system(s) as needed

Other duties as assigned include assisting at Partnership special events when appropriate.

## Supervisory Responsibilities

- none

## Required Skills & Abilities

- Strong database management, data entry and computer skills
- Prior ticket sales experience and knowledge of ticket selling platform(s)
- Proficiency with Microsoft Office Suite, Google Suite, email and internet use
- Superb customer service skills and ability to positively and professionally represent the Partnership
- Strong written and verbal communication skills
- Must be able to speak, write, and understand English fluently
- Strong organizational skills with a proven attention to detail
- Ability to multitask in a fast paced environment
- Experience managing and reconciling sales receipts, cash and digital preferred
- Ability to work efficiently and effectively independently
- Must be punctual and consistent in reporting for work during scheduled hours

## Education and experience

- High school diploma or equivalent. College degree preferred
- A minimum of two (2) years customer service experience

## Physical and Other Requirements:

- Must be able to provide own transportation, including during hours when public transportation is not operating
- Able to sit for prolonged periods at a desk and working on a computer
- Must be able to lift and move up to 25 pounds at a time
- Must be able to work in a variety of locations throughout the campus-like park grounds, including outdoors and indoors of both historic and renovated facilities with stairs

## To Apply

Email resume and cover letter to [jobs@glenechopark.org](mailto:jobs@glenechopark.org) with the subject line "Box Office Associate"

Applicants may be asked to demonstrate their skills or ability to perform the tasks required for this position during the interview process. Employment is contingent on a criminal background check.

## Equal Opportunity Employer

The Glen Echo Park Partnership for Arts and Culture is committed to providing equal employment opportunities to all applicants and does not discriminate against any employee or applicant for employment based on race, color, religion, creed, ethnicity, physical or mental disability, sexual orientation, sex, gender identity, family responsibility, pregnancy, genetic status or information, military or veteran status or on any status protected by federal, state or local law. Accordingly, as it relates to employment opportunities and in accordance with the law, The Partnership will provide reasonable accommodations to applicants with disabilities. Applicants requiring a reasonable accommodation for any part of the application and hiring process should email [jobs@glenechopark.org](mailto:jobs@glenechopark.org). Individual determinations on requests for reasonable accommodation will be made in accordance with all applicable laws.