

**Job Title:** Box Office Assistant  
**Reports to:** Ticket Operations Manager  
**Type of Work:** Paid Internship  
**Length of Employment:** February 2020 – Mid-September 2020



**Summary:**

The Box Office Assistant is responsible for assisting with the entire operation of the Box Office including staffing, ticket sales, and providing unsurpassed customer service.

**Responsibilities / Duties:**

- Assist Ticket Operations Manager with the training, developing, and supervising of Box Office personnel to ensure customer needs are being met and that the Box Office operation is consistently efficient.
- Perform opening and closing procedures of the Box Office on both game days and non-game days.
- Data entry including group and season ticket contracts.
- Account for all ticket sales and establish and maintain seating plans.
- Run the sales window during all Keys home games and events.
- Work directly with sales staff to ensure a timely and accurate processing of sales orders.
- Complete all necessary reports, paperwork, and accounting procedures which includes end of day and shift reports.
- Perform additional duties as needed.
- Must have the ability to work all Keys' home games and events – which include nights, weekends, and potentially holidays.

**Qualifications:**

- Recent college graduates and graduate students with a degree in a related field are preferred.
- A basic understanding of Microsoft Office is necessary with Microsoft Excel experience preferred.
- Experience with TicketReturn or other computerized ticketing software is required.
- Must be enthusiastic with a desire to work hard and have fun!