



SCRANTON **CULTURAL CENTER**  
at the Masonic Temple  
LIFE CELEBRATED

## Employment Opportunities

### **Patron Services/Ticketing Associate**

Department: Box Office

Reports to: Box Office Manager / Assistant Business Manager

Status: Non-exempt, Part-time

#### **Summary:**

The Patron Services Associate is responsible for providing superlative customer service to the patrons of all Scranton Cultural Center clients and professionally and responsibly.

#### **Essential Functions:**

Provide excellent customer service to all patrons and clients.

Selling tickets to all client events; accepting orders by telephone and in person, processing ticket exchanges and gift certificate orders.

Accurately enter data and process payments

Provide timely response to patron requests for information received by phone and inquiries in person

Disseminate information regarding various arts organizations and venues, general building and schedule information, staff directory, policies and procedures.

Escalate customer issues, complaints, compliments and needs to the appropriate department head or manager to resolve issues and questions.

Assist in various ticketing related tasks, maintenance of the box office, all paperwork needs, and mailings.

Properly maintain all show and ticket information sheets and calendars.

Self-Train on product information, show information and background.

Responsible for cash and credit card sales and their reconciliations.

Actively up-sell additional offers such as dinners, packages, premium seating, and other offers.

Other duties as assigned

#### **Minimum Qualifications:**

High school diploma or equivalent

One year of customer service in retail, call center, or performing arts environment

Visible leadership skills and a desire to advance in the organization

Ability to deliver superior customer service

Strong communication skills

Computer literacy

Ability to interact with people from diverse backgrounds

Must be available to work primarily days with some evenings and weekends

#### **To apply for this position, send your resume to the Scranton Cultural Center:**

Scranton Cultural Center

Box Office Manager

420 North Washington Avenue

Scranton, PA 18503

fax: 570-346-7365

email: [jasonh@scrantonculturalcenter.org](mailto:jasonh@scrantonculturalcenter.org)