



CACHE VALLEY CENTER FOR THE ARTS

BULLEN CENTER † ELLEN ECCLES THEATRE † THATCHER YOUNG MANSION

POSITION DESCRIPTION:

Position: Ticket Office Clerk – Night of Performance Sales
Hourly Rate: Starts at \$10.00/hr.
Position Status: part-time, non-exempt
Work Schedule: Night and weekends as theatre schedule dictates, Friday and Saturday of Thanksgiving weekend are required.

APPLICATION DEADLINE: Open Until Filled

POSITION SUMMARY:

- The Ticket Office Clerk processes all transactions managed through the ticket office, provides information to patrons, and fulfills administrative functions as needed.
- Excellent customer service and cash handling experience in ticket office or comparable positions (hotel reservationist, bank cashier, etc.) is required.
- This position reports directly to the Client Services Manager and works in a highly collaborative environment with CacheArts staff, other community groups, and co-presenters/promoters.
- This position will be primarily staffing the ticket office directly prior to theatre events.

The following is intended to be representative of the work performed by incumbents in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

RESPONSIBILITIES INCLUDE:

- Complete cash, check and credit card transactions over the phone and in person for all events held at the Center.
- Handles suggestion, changes, complaints, and compliments from patrons.
- Assisting in volunteer coordination of all theatre events.
- Gathering and maintaining information on cultural events happening in Cache Valley and providing information to patron.
- Ensuring that the maximum information is captured for all transactions. Informing customers of upcoming events and purchasing options.
- Assists in show day preparation for Front of House staff.
- Keeping ticket lobby, cashier windows and ticket office clean and in order.
- Performing administrative tasks for CacheArts senior staff.
- Performing other duties as assigned by CacheArts senior staff.

QUALIFICATIONS:

High school or GED required. Experience working in ticket office, hotel reservations, cashier, or similar customer service field required. Knowledge of Microsoft Office, basic online purchasing procedures, multi-line telephone system, and cash handling required. Articulate oral and written communication required. Front of House management and administrative assistant experience is a plus.

APPLICATION PROCEDURE: Submit resume and three professional references to Ticketing@CacheArts.org. Incomplete applications will not be considered. No phone calls, please.

ABOUT THE CENTER

The Cache Valley Center for the Arts is an independent nonprofit organization that manages three Logan City owned facilities, the Ellen Eccles Theatre, Bullen Art Center and Thatcher-Young Mansion. We are a venue for performances (about 100 per year), a home for arts education (over 11,500 participants a year), a marketplace for artists (\$1.8M in tickets, registrations and art sales annually), a gathering place for the community (111,000 patrons a year), an arts incubator nurturing creative entrepreneurs (providing fiscal sponsorship, back office support and mentorship), and an anchor organization for the grassroots Cache Valley Arts Summit (a network of more than 20 arts organizations who have been meeting for over a decade to coordinate calendars, share best practices, nurture our rich arts ecosystem and pursue common goals). The Center's website is www.CacheArts.org.

We program an annual series of nationally touring performing artists and connect them to the community through education and outreach events (CacheArts Presents). The theatre maintains a busy rental schedule and is also home to many resident companies including Utah Festival Opera and Musical Theatre, Music Theatre West, Cache Theatre Company, Cache Valley Civic Ballet, Valley Dance Ensemble, Pickleville Playhouse, and Dance Source.

Arts education offerings include a multidisciplinary summer art camp, ceramics and visual arts classes. We provide fiscal sponsorship and back office support for Logan Youth Shakespeare and New Horizons Orchestra and a cooperative Artist's Gallery. Resident companies include Music for the Small and Tall, Unicorn Theatre, Hatch Academy of Music and Magic, Valley Dance Ensemble, musicians who maintain studio space and culinary artists who rent our commercial kitchen.

CacheArts was formed as the Capitol Arts Alliance in 1989. It renovated the Capitol Theatre, built in 1923, renaming it the Ellen Eccles Theatre upon re-opening in 1993. CacheArts also renovated contiguous space into the Bullen Center, with 20,000 square feet of arts space on three levels. The adjacent historic Thatcher-Young Mansion was renovated and re-opened in 2002, to house the separate Alliance for the Varied Arts (AVA). In 2010 AVA requested a merger of its arts programs into the Center's operations which was accomplished, and AVA subsequently closed. CacheArts works with all local arts groups in a cooperative manner and has been designated the Local Arts Agency for both the City of Logan and Cache County.

The theatre, arts complex and Mansion are owned by the City of Logan, which provides a management agreement with CacheArts to operate and maintain the facilities. The 1100 seat Ellen Eccles Theatre can accommodate a broad range of programs including drama, opera,

music, popular programs, and special events. The Ellen Eccles Theatre is one of four venues in Logan's Historic Theatre District.