



## ARTS UNITED EVENT ASSOCIATE

Job description updated June 2016

### **Part-time, nonexempt**

The Arts United Event Associate is an integral and highly visible member of the Arts Campus team. Event Associates represent Arts United during events and performances in the Arts United Center, the Auer Center for Arts & Culture, and the Parkview Physicians Group ArtsLab by working as ushers, box office staff, and other front-of-house representatives. This is a part-time position with variable hours on evenings and weekends.

- **FRONT-OF-HOUSE STAFF AND USHERS:** While working as a member of the front-of-house staff, the Event Associate ensures a pleasant and positive experience for all Arts Campus visitors, patrons, tenants, and community members. The Event Associate is responsible for monitoring the safety and security of Arts United's buildings, renters, and patrons. In this role, the Event Associate supports and reports to the House Manager.
- **BOX OFFICE STAFF:** While working as a member of the box office staff, the Event Associate is responsible for the first interaction with an Arts Campus patron and ensures a welcoming and positive experience for all guests. The Event Associate processes patron ticket orders, exchanges, and special ticket requests, including cash and credit card handling and computer entry. In this role, the Event Associate supports and reports to the Box Office Manager.

The successful candidate will demonstrate positive and professional demeanor, superior customer service, strong communication skills and proficient use of the phone and computer. S/he must have attention to detail, the ability to multi-task, and the ability to work efficiently alone or under direct supervision. Related experience in sales, customer service, telemarketing or retail is strongly preferred.

Physical requirements may include the ability to lift 50lbs and assist with up to 100lbs, the ability to stand for extended periods of time, the ability to climb ladders and staircases, kneel, pull, push, the ability to grip and manipulate items, the ability to respond quickly to sounds, move safely over uneven terrain or in confined spaces, the ability to see and respond safely to dangerous situations, the ability to work in outdoor and inclement weather conditions.

Must be available to work nights and weekends. Some off-site shifts may be required.

### **Application Contact**

Miriam Morgan, Vice President of Arts Campus Administration, COO  
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**IMPORTANT APPLICATION INSTRUCTIONS:** A cover letter and resume must be completed and emailed to [mmorgan@artsunited.org](mailto:mmorgan@artsunited.org).