



Guest Services Associate

Arts United of Greater Fort Wayne, Inc.
300 E Main Street, Fort Wayne, IN 46802
www.artsunited.org (260) 424-0646

Job Summary:

Reporting to the Associate Director of Guest Experience and Director of the ArtsTix Community Box Office, Guest Services Associates function in many roles including Ushers, Box Office Associates, Event Parking Attendants, and Building Monitors. These associates serve patrons and performing organizations at the Arts United Center, Parkview Physicians Group ArtsLab, and Auer Center for Arts and Culture. Guest Services Associates are responsible for providing a pleasant and safe experience for the public and presenting organizations which utilize the Arts United-owned facilities.

Classification:

Part-time, nonexempt, employee. Shifts and hours vary depending on the event schedule each week and include nights, weekends, and occasional holidays. Hourly rate range is \$13-\$15 per hour.

Key Responsibilities:

- Providing excellent, best-in-class customer service to all patrons and guests of Arts United-owned facilities
- Greeting guests and providing directions as needed
- Processing ticket sales and payments by phone, in-person, and online support via computer-based ticketing
- Scanning tickets and assisting with attendance counts
- Helping guests with finding seating locations
- Answering event-related questions
- Having general knowledge of the building and assist in implementing all emergency procedures
- Monitoring and securing Arts United-owned facilities during and after events
- Tactfully maintaining event and guest policies to ensure their safety and comfort
- Other duties as assigned

Position Requirements:

Physical requirements include the ability to stand for 4-5 hours at a time, the ability to climb stairs, and the ability to lift 20 pounds independently and 50 pounds with assistance. Candidates must possess good interpersonal skills, the ability to follow instructions, and adhere to safety rules. The ideal candidate will have customer service and cash-handling experience, as well as telephone and computer skills. They must be able to assess and react to situations appropriately with safety and patron experience in mind. They must be able to assess and react to situations appropriately. An appreciation for the arts is a bonus.

Application:

Return completed application ([download here](#)) via email to events@artsunited.org.