



## **Box Office Staff (Part-Time)**

Arts United of Greater Fort Wayne, Inc.

300 E Main Street, Fort Wayne, IN 46802

[www.artsunited.org](http://www.artsunited.org) (260) 424-0646 **ArtsTix Community Box Office** 260-422-4226

Job description updated October 12, 2026

**Part-time. Hours based on performance schedule and demand. This position will require availability on evenings and weekends.**

### Job Summary:

The ArtsTix Community Box Office is the primary ticketing outlet for 16 different arts and culture organizations in Northeastern Indiana. The Box Office Staff provides front-line customer service and sells tickets during performances and regular box office hours. This position requires strong customer service skills, comfort with technology, attention to detail, and the ability to work in a dynamic, fast-paced, and team-oriented environment. This position does not have a set weekly schedule; it can vary widely based on performance schedules.

### Primary Job Duties and Responsibilities

- Process ticket sales, exchanges, and payments by phone, in-person, and online support via computer-based ticketing application.
- Provide Box Office support and sales processing at events on Arts Campus Fort Wayne and other venues as needed.
- Provide premium customer service for patrons in assisting with ticketing issues and concerns.
- Provide directions to patrons, including but not limited to best seating locations, event run times, directional assistance in finding restrooms and seating locations, and general event inquiries.
- Apply basic computer troubleshooting skills to resolve common technology issues and escalate unresolved problems to Box Office Management.
- Perform other duties as assigned by the Box Office Management.

An ideal candidate will have customer service and cash-handling experience, as well as telephone and computer skills. An appreciation for the arts is a bonus.

To apply, please contact Reuben Albaugh at [ralbaugh@artsunited.org](mailto:ralbaugh@artsunited.org) or 303 E Main St, Fort Wayne, IN 46802.