



## WOODINVILLE

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### GENERAL INFORMATION

**Position Title:** Box Office Associate

**Pay Status:** Exempt \_\_\_\_\_ Non-Exempt \_\_\_X\_\_\_

**Job Status:** part-time

**Reports To:** Audience Services Manager/Box Office Manager, TZ Woodinville

**Employer:** TZ Woodinville, LLC

**Works in conjunction with:** Technical Director and all Teatro ZinZanni department heads.

**Start Date:** August 2019 (ASAP)

**Last Revision Date:** 8/06/19

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### POSITION SUMMARY:

The Box Office Associate's primary objective is to sell tickets & merchandise and promote Teatro ZinZanni to the overall public under the supervision of the Box Office Manager and the Audience Services Manager.

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### Show Summary:

Teatro ZinZanni Woodinville presents a full evening of entertainment, combining cirque artists, European cabaret, contortionists, jugglers and illusionists with live music and a gourmet multi-course meal. Set in an antique jewel box tent imported from Belgium, our newest show "Hollywood and Vine" will be performed at our new location in Woodinville .

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### ESSENTIAL FUNCTIONS

#### Responsibilities:

The Box Office Associate's primary function is to execute the sale of tickets and Gift Certificates. They directly interact with the public. This function will include the following responsibilities:

- Comfort with multi-line phones as well as in-person transactions. Ability to work in a fast-paced environment while communicating in friendly and polite manner. Associate will be knowledgeable about show information (TZ), ticket availability, TZ policies and special price offers.
- Accurate and timely tracking of marketing tactics, gift certificates, and various promotions. Skilled in handling payment by credit card, checks and cash.
- Serve in a concierge capacity with the assistance of the Audience Services Manager or substitute for said Audience Services Manager in his or her absence.
- Assist the Box Office Manager or the Audience Services Manager in various tasks relating to audience service functions.
- Effectively recording and understanding customer dietary needs, accessibility requirements and other requests so that it is properly communicated with the restaurant team.
- Problem solves guest service incidents.

**JOB QUALIFICATIONS****Essential minimum skills, education, and experience:**

- Theater/entertainment background experience helpful.
  - Must be able to work effectively as a team.
  - Phone selling and up selling experience.
  - Excellent overall communication skills.
  - Basic computer knowledge (MS Word, Excel and Filemaker helpful).
  - Detail oriented.
  - Schedule flexibility to include weekend hours.
  - Instinctual problem solver and conflict mediator.
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**WORKING SCHEDULE/ENVIRONMENT**

Works in a office environment. Primary schedule is Tuesday through Saturday. Sunday and Monday are generally days off. Workdays are 9:00am – 6:00pm. The schedule might change due to show schedules or special circumstances.

TZ WOODINVILLE LLC IS AN EQUAL OPPORTUNITY EMPLOYER DEDICATED TO A POLICY OF NON-DISCRIMINATION IN EMPLOYMENT (INCLUDING APPLICATION FOR EMPLOYMENT) ON ANY BASIS INCLUDING RACE, COLOR, RELIGION, NATIONAL ORIGIN, ANCESTRY, CITIZENSHIP, SEX, AGE, PHYSICAL OR MENTAL DISABILITY, MEDICAL CONDITION, PREGNANCY, VETERAN OR MILITARY STATUS, OR ANY OTHER BASIS PROHIBITED BY LOCAL, STATE, AND FEDERAL LAW.

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How to apply:

Please send a cover letter and resume to: [boxoffice-jobs@zinzanni.com](mailto:boxoffice-jobs@zinzanni.com).