
Job Title: Guest Relations Associate Eagles Theatre (Full-time)
Reports to: Marketing Director
FSLA Status: Hourly

The Guest Relations Associate Eagles Theatre ensures world-class guest interactions for the Honeywell Foundation. This position is responsible for assisting in the operation of the Box Office at Eagles Theater, receiving guidance from the Guest Relations Team Leader to ensure consistency in customer service across all venues. This person also serves as the receptionist for Eagles Theatre and assists with other marketing projects as needed.

Essential Duties And Responsibilities (Note: Other duties may be assigned)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Answer and redirect all incoming phone calls. Ability to ascertain what the caller needs and complete all calls that do not need to be transferred to other employees.
- Serve as an information point for customers
- Sell tickets via phone and in-person utilizing Patron Manager, Active Network and Veezi software
- Works shows as needed
- Mail internet tickets and catalog will-call tickets
- Update and maintain ticketing database
- Maintain directional signage for building clients
- Maintain building display racks
- Prepare and deliver materials for promotions
- Perform various duties, which include copying, mailing, faxing, and filing
- Assist with communications to customers
- Communicate and interact with staff members as needed to complete assignments
- Perform various computer tasks utilizing word processing and database software in a window's environment including MS-Word, MS-Excel, MS-PowerPoint, MS-Outlook, MS-Internet Explorer, Caterbase, and ticketing software
- Assist with large mailings
- Assists marketing department in preparation for upcoming events
- Assists with other projects as assigned
- Cross-trained for Honeywell Center box office

Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to perform each essential duty satisfactorily
- Strong computer skills; Microsoft Office proficiency
- Customer service skills

Education And/Or Experience

One to two years related experience and/or training; or equivalent combination of education and experience in administrative relations.

Environment and Physical Demands

The physical demands described here are representative of those an individual must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment
- Utilizing an office desk – sitting, reading, listening or speaking with the ability to move intermittently throughout the day
- Constant walking and standing; frequent bending, stooping and reaching
- Occasionally lift up to 10 lbs. with the ability to push or pull more than 10 lbs.
- Ability to work in a fast-paced environment
- Strong sensory skills, such as good eyesight, good hearing, and dexterity
- Ability to operate office equipment, including computers, copiers, fax machines, and phones

Other Requirements

Position will require overtime including evening and weekend hours.

Responsibilities are subject to change and increase as the position evolves.