

Position Description Form

Position Title: Ticket Office Assistant/Receptionist

Work Schedule: Varied

Position Status: Hourly Position

Founded almost 50 years ago as Spartanburg Arts Council, the local arts agency in Spartanburg County, Chapman Cultural Center (CCC) has been a champion of the arts for Spartanburg County for generations.

Our mission is simple: we aim to provide cultural leadership for Greater Spartanburg by developing, strengthening, and promoting the scope, excellence and educational role of the arts, humanities and sciences, and to further their significance in the life of our community and all of its citizens.

As a local arts agency, CCC provides grant funding and technical support for many of Spartanburg's arts and cultural organizations and individual artists. As the leading entertainment destination in Spartanburg, CCC welcomes over 282,000 visitors to our community every year and hosts almost 400 programs and events open to the public. Seven Partner Organizations receive critical operating support through CCC's annual United Arts Fund. During the past 20 years, Chapman (and its forerunners) has become the fourth largest arts organization in South Carolina and the 19th largest United Arts Campaign in America.

Schedule & Status: Part time, 20-30 hours per week as needed, must be flexible.

Core responsibilities:

- Receiving visitors at the front desk by greeting, welcoming, directing, and announcing them appropriately
- Assists Ticket Office Manager with the day to day running of the ticket office as needed, reports directly to the Ticket Office Manager. Also works closely with the Facilities Director, other CCC employees and the CCC partners.
- Answering, screening, and forwarding incoming phone calls
- Receiving and sorting daily mail

Duties:

- Closes out registers, prints and files daily paperwork, handles subsequent deposits when manager is out.
- Assists in selling tickets for CCC ticketed events and answering patron questions regarding CCC ticketed events. Helps to assure that all information provided is correct and current.
- Handles customer complaints in ticketing office when manager is not available.
- Handles IT issues such as contacting Facilities Director, Vendini, Integral, or others as needed when manager is unavailable.
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries notifying departments/partners when they have mail/packages
- Assists manager with other assignments and duties as they arise.

Skills and abilities:

- Ability to learn all applicable administrative functions of the Vendini ticketing system.

- Ability to keep a cool head in stressful situations.
- Ability to be proactive and resourceful when issues arise.
- Must demonstrate the highest level of customer service at all times, and serve as a model of customer service to other staff.
- Strong computer and MS Office skills.
- Ability to set priorities and manage time efficiently.

To apply, submit a resume and cover letter to Patricia Jones, Ticket Office Manager,
at pjones@spartanarts.org