

<b>Title:</b>	<b>Guest Relations Associate</b>
<b>Reports To:</b>	<b>Guest Relations Supervisor</b>
<b>FLSA Status:</b>	<b>Nonexempt: Part-Time, Hourly</b>

**Overview:**

The Guest Relations Associate ensures world-class guest interactions for Honeywell Arts & Entertainment. This position is responsible for assisting in the operation of the Box Office at Eagles Theatre, Honeywell Center, and other market venues, receiving guidance from the Guest Relations Supervisor to ensure consistency in customer service across all venues. This position also serves as the receptionist 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.*

**Guest Services and Reception**

- Implements and utilizes department strategic plan.
- 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 via phone, email and in person.
- Assist in maintaining a presentable and welcoming environment.

**Box Office Operations and Ticket Sales**

- Sell tickets via phone and in-person utilizing Patron Manager, Active Network and Veezi software.
- Identify sales opportunities to maximize the customer journey and experience.
- Works concerts and events as needed.
- Prepare tickets for mail will-call.
- Handles financial transactions and reconciles cash drawer daily.
- Update and maintain ticketing database.
- Cross-trained for all box office coverage.
- Maintain directional signage for rental clients.
- Maintain and refresh display racks positioned in building spaces.

**Marketing and Promotional Support**

- Works with marketing team to coordinate efficient and effective work results to meet goals of strategic plan.
- Prepare and deliver materials for promotions.

- Maintain list of all area community calendars providing and updating event information as it becomes available.
- Perform various duties, which include copying, mailing, faxing, and filing.
- Communicate and interact with team 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 with other projects as assigned.

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

## **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 accommodation may be made to enable individuals with disabilities to perform the essential functions.*

- **Adaptable and Eager to Learn:** Flexible in dynamic environments with a drive for continuous growth.
- **Strong Communication:** Skilled in delivering clear communication and in building relationships.
- **Time Management and Attention to Detail:** Efficiently prioritizes tasks and ensures high-quality results.
- **Customer-Centric:** Focuses on delivering exceptional customer experiences.
- **Results-Oriented:** Consistently achieves goals on time and within budget.

## **Education and/or Experience**

High School Diploma and 1-2 years of related experience or equivalent combination of education and experience.

## **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 accommodation 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 25 lbs. with the ability to push or pull more than 25 lbs.
- Ability to work effectively in a fast-paced, service-oriented environment.
- Ability to use visual, auditory, and physical coordination skills required for hospitality operations and guest interaction.
- Ability to operate office equipment, including computers, point-of-sale systems, phones, and related technology.

<b>Other Requirements</b>
Position may require evening and weekend hours.