

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

**Overview:**

The Guest Relations Associate ensures world-class guest interactions for the 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 accommodations may be made to enable individuals with disabilities to perform the essential functions.*
- Implements and utilizes department strategic plan
  - Communicate and interact with team members as needed to complete assignments
  - Guest Service
    - 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 and to assist customers with communications in person, over the phone, and through email communications
    - Help maintain a presentable environment for all guests
  - Box Office Operations/Ticket Sales
    - Works in box office for concerts and events as scheduled during the day, evening, and weekend hours
    - Sell tickets via phone and in-person utilizing various customer relation management software such as Patron Manager and Veezi software
    - Creates shows/events in ticketing software and on website before they go on sale; update and maintain ticketing database
    - Prepare tickets for mail and will-call
    - Identify sales and service opportunities to maximize the customer journey and experience through upselling and promoting additional products
    - Handles financial transactions and reconciles cash drawer daily
    - 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, Caterease, and ticketing software
    - Perform various duties, which include copying, mailing, faxing, and filing
  - Marketing Assistance
    - Works with marketing team to coordinate for efficient and effective work results to meet goals of strategic plan

- Works with marketing team to keep event info updated on various platforms including ticketing system and website
  - Develop relationships with area businesses locally and in outer markets to serve as promotional contacts to promote shows on the company's behalf; prepare and deliver materials for promotions
  - Maintain list of all area community calendars providing and updating event information as it becomes available
  - Maintain directional signage both digital and printed
  - Refresh display racks positioned in building spaces
  - Assists marketing department in preparation for upcoming events and helps 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 accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Adaptable, energetic, creative, positive, personable, and eager to learn
- Professional interpersonal communication skills
- Exhibits high levels of integrity, ethical behavior, and professional maturity
- Excellent organizational skills and attention to detail
- Ability to perform and prioritize multiple tasks seamlessly
- Actively seeks opportunities and proposes solutions
- Strong customer service skills
- Strong computer skills; Microsoft Office proficiency

### **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 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 25 lbs. with the ability to push or pull more than 25 lbs.
- Ability to work in a fast-paced environment



## Job Description

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- Strong sensory skills, such as good eyesight, good hearing, and dexterity
- Ability to operate office equipment, including computers, copiers, fax machines, and phones

<b>Other Requirements</b>
Position will require overtime including evening and weekend hours