



BOX OFFICE
AMHERST CINEMA ARTS CENTER, INC.
Amherst, Massachusetts www.amherstcinema.org

The Box Office position is a key, customer service position at Amherst Cinema in Amherst, MA. Ideal candidates must possess exceptional hospitality and communication skills, be comfortable explaining cinema policies and procedures, be detail oriented and enjoy being part of a team working with the public in a fast-paced film arts environment.

This is a part-time, year-round position with significant front-line responsibility (pay rate is \$15.00 hourly, minimum two shifts per week required). Working evening and weekend shifts and occasional holidays are schedule requirements. This position reports to the Front of House Manager and the General Manager.

Essential Functions: The Box Office staff's primary responsibility is tending to the customer service needs of the Amherst Cinema clientele, which includes selling tickets and concessions, forming lines, conduct/verify health and safety entry requirements, cleaning the theaters, bathrooms and lobby, restocking the concession stand, and any other tasks that contribute to a first-rate cinema going experience. Additionally, Box Office staff should be able to enforce ADA compliance while assisting customers with limited mobility, solve customer service issues in short windows of time, effectively communicate with large crowds, and deal with problem customers in an efficient and courteous manner. Box Office staff must be able to take direction from supervisors and managers and collaborate effectively with all floor staff.

Qualifications/Skills:

- Exemplary customer service skills combined with persistence, patience and empathy in working with various groups of people.
- Excellent verbal communication skills and attention to detail.
- Ability to remain calm and resolve multiple challenges and/or requests while exercising discretion and maintaining open communication is essential. Comfortable working through conflict, ability to de-escalate and disengage when required.
- Learn and adhere to all Cinema policies and procedures.
- Complete other duties as assigned by supervisors and managers.
- **WORK ENVIRONMENT:** This position requires that work be performed mostly indoors but may require being outdoors occasionally; Employees assigned to the Studio theater will be stationed next to exterior doors during winter months and should dress accordingly.
- **PHYSICAL DEMANDS:** The physical demands of this position require prolonged standing, walking, stooping, reaching, and manual dexterity. Ability to lift and carry up to 25 lbs.
- **LANGUAGE SKILLS:** Ability to read and interpret documents in English as well as the ability to write routine correspondence in English. Ability to speak effectively in English before groups of customers or employees. Ability to communicate in Spanish is highly desirable, but not required.

COVID-19 precautions: Personal protective equipment required; sanitizing, disinfecting and cleaning procedures in place; Proof of COVID-19 full vaccination.

To apply, please submit a resume to jobs@amherstcinema.org.

Amherst Cinema is an independent, nonprofit arts and education center brimming with world-class programs. Our comfortable, fully accessible theater offers state-of-the-art projection and sound, and is a beloved cultural institution in Western Massachusetts.

Amherst Cinema is an equal opportunity employer and committed to hiring team members from diverse backgrounds, perspectives, and lived experiences. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

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