



**BOX OFFICE/ CONCESSIONS**  
**AMHERST CINEMA ARTS CENTER, INC.**  
Amherst, Massachusetts [www.amherstcinema.org](http://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 that requires a willingness to work flexible hours, evenings, weekends and holidays. The pay rate starts at \$15.48 hourly. **Schedule requirements include a minimum of three shifts per week. Must be regularly available on weekends and occasionally available on legal holidays.**

This position reports to the Front of House Manager and the General Manager, and while on duty, the Shift Supervisor. It is a bargaining unit position that is represented by a labor union.

**Essential Functions:** Primary responsibilities of Box Office staff include: Attend to the customer service needs of the Cinema's clientele, which includes selling tickets and concessions, forming lines, conducting/verifying health and safety entry requirements, cleaning theaters, bathrooms and lobby, restocking and cleaning the concession stand, enforce ADA compliance while assisting customers with limited mobility, and any other tasks that contribute to a first-rate cinema going experience; Effectively solve customer service issues in short windows of time, 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 on duty and managers, and collaborate effectively with all Front of House staff; and other duties as assigned.

**Qualifications/Skills:**

- Exemplary customer service skills combined with persistence, patience and empathy in working with various groups of people; Experience and understanding of the unique needs of a non-profit, member supported organization preferred.
- 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.
- **AGE REQUIREMENT:** 18 years or older. Requires TiPS Alcohol Server Training (employer to provide).
- **WORK ENVIRONMENT:** This position requires that work be performed mostly indoors but may occasionally require being stationed next to exterior doors or outside managing crowd control 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. While performing the duties of this job, the employee is frequently required to sit, talk and/or hear, and/or use hands to finger, handle, or touch objects, tools, or controls. Specific vision abilities required by this job include close vision and the ability to adjust focus. The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.

- **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 (provided by the Cinema); sanitizing, disinfecting and cleaning procedures in place.

To apply, please complete our online form: [https://form.jotform.com/Amherst\\_Cinema/boxoffice](https://form.jotform.com/Amherst_Cinema/boxoffice)

*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 race, color, religious creed, national origin, ancestry, sex, gender identity, age, criminal record, handicap (disability), mental illness, sexual harassment, sexual orientation, military status, genetics, and pregnancy or pregnancy related condition.*

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