

Hayward Area Recreation and Park District Employment Opportunity

Recreation Specialist I Box Office/Concessions Clerk, Douglas Morrisson Theatre

Pay classification I; \$12.00-12.38 per hour/Part-time



THE POSITION

Under the general supervision of the Lead Box Office Clerk, the Box Office/Concessions Clerk will staff the Box Office or Concessions Stand during day (matinee) and evening performances. The position requires strong customer service skills as well as proficiency with PC software programs, bookkeeping tasks and simple accounting skills.

EXAMPLE OF DUTIES

- Prepare the box office before performances.
- Check and process phone and email ticketing requests,
- Process third party ticket sales before each performance,
- Prepare and distribute will-call tickets.
- Process ticket sales and exchanges in person and over the phone.
- Assist patrons with all ticketing needs and questions.
- Prepare shift and sales reports and deposits at conclusion of shift.
- Enforce park, program and District rules and regulations.
- Provide Excellent customer service to all patrons.
- Provide support to Lead Box Office Clerk as needed.
- Sell concessions during performances.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- At least 18+ years old.
- Ability to calmly handle emergency situations and challenges that may arise.
- Ability to handle cash and perform basic accounting functions.

KNOWLEDGE AND ABILITIES

- Ability to work independently with minimum supervision
- Ability to learn and operate Vendini ticketing system and concessions register.
- Knowledge of PC based computer programs(Word, Excel).
- Excellent customer service, verbal and organizational skills.
- Working knowledge of box office operations and general office accounting.
- Candidates with experience in sales, retail and hospitality are encouraged to apply.

IMPORTANT INFORMATION

- Position open until filled
- All applicants must complete a H.A.R.D. application
- ADA please notify this office regarding the type of reasonable accommodations needed 3 days following recruitment closing date
- Submit applications in person or email prim@haywardrec.org

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS FOR THE POSITION:

- Proof of eligibility to work in the U.S.
- Ability to obtain First Aid/CPR/AED certification
- Proof of negative TB Test.
- Any offer of employment is conditional upon a satisfactory fingerprint clearance and background check (DOJ)
- Applications can be obtained:
H.A.R.D. District Office
1099 "E" Street, Hayward, CA
94541- (510) 881-6700
HaywardRec.org/employment

For more information, contact The Douglas Morrisson Theatre at (510) 881-6777

H.A.R.D. IS AN EQUAL OPPORTUNITY EMPLOYER