

Mendel Center Sales Associate

The primary responsibility of this position is to provide a positive initial experience at The Mendel Center. This includes processing ticket orders; proactively selling tickets, memberships, and subscriptions; soliciting donations; answering questions about upcoming events, appointments, etc.; and maintaining a safe and clean office environment.

Duties include:

1. Ticket sales and enquiries at the Mendel Center box office, involving:
 - Assisting patrons with ticket purchases over the phone and in person
 - Maximizing sales by up-selling events at every opportunity e.g. selling additional related shows; selling add-on events such as VIP Experiences, parties, and themed meals, soliciting donations, etc.
 - Utilize sales techniques and product knowledge to meet and exceed sales goals
 - Preparing box office information at the beginning of each shift and running daily reports
 - Handling ticket sales in advance and immediately before shows using the Vendini ticketing system
2. Day-of-show operations, involving:
 - Processing in-person ticket orders in a fast-paced, noisy environment
 - Printing and organizing will call tickets; overseeing will call window volunteer
 - Tracking inventory and cash banks for concessions and artist merchandise
 - Handling lost-and-found enquiries and ensuring that lost property items remain secure in the box office until collected by owner
3. Other duties:
 - Support outbound call campaigns such as membership renewals, group sales, donation campaigns, etc.; as well as other sales projects
 - Updating computer files and mailing lists on an ongoing basis
 - Daily mail sorting and stocking supplies
 - Providing general administrative support to the Mendel Center staff as needed
 - Creating signage for Mendel Center events

Qualifications:

- Must be a self-starter who can work independently and handle multiple tasks simultaneously
- Friendly personality with great customer service skills; willingness to be proactive in up-selling and cold calling
- Excellent verbal and written communication skills including phone, in-person, and email
- Able to accurately handle cash and credit card transactions
- Computer skills:
 - Willing and able to learn ticketing and event management systems
 - Experience with Apple devices a plus (the box office regularly uses iPads and iPod touches)
 - Comfortable with MS Office (Word, Excel, Publisher, Outlook), Internet, and data entry.

This is a part-time position, with a maximum of 25 hours per week. Pay is \$15 per hour. The box office is open Monday-Friday from 10am-6pm, as well as various evening and weekend hours to support shows and events.

To apply, please send cover letter and resume to:

Grace Kelmer, gkelmer@lakemichigancollege.edu