

# Fine Arts Center Box Office Job Application

Name: \_\_\_\_\_

Student Email: \_\_\_\_\_

Today's Date: \_\_\_\_\_ Phone: \_\_\_\_\_

Student ID: \_\_\_\_\_ Year of Graduation: \_\_\_\_\_

Do you have Work-Study? YES NO If Yes, Amount Awarded: \_\_\_\_\_

## Relevant Work Experience – Please List Most Recent First

Position Title	Business/Employer	Dates	Supervisor Name	Supervisor Phone/Email

Why are you applying to work at the Fine Arts Center Box Office?

What qualities do you possess which would benefit you in this position?

What are some methods you use to prioritize tasks and work efficiently?

What accomplishment are you most proud of in your professional or academic experience?

## Fine Arts Center Box Office Job Application

	9:15	9:45	10:15	10:45	11:15	11:45	12:15	12:45	1:15	1:45	2:15	2:45	3:15	3:45	4:15	4:45	5:15	5:45
MON																		
TUES																		
WED																		
THUR																		
FRI																		

**Please put a ✓ in the boxes above to indicate when you are available to work.**

The provided hours are your availability for    FALL    SPRING    Year: \_\_\_\_\_

The Box Office is open for regular business hours Monday through Friday from 9:30am – 5:30pm  
The first shift of the day starts at 9:15am.

Minimum Shift Block: 1.75 hours, Minimum Office Hours per Week: 6.0 hours

Weeknight and weekend shifts are assigned. These shifts are required and make up a significant amount of  
your work hours over the course of the semester.

**Are there any nights that you would not be able to work during the upcoming semester?**

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Please submit this application via email to [facbox@umass.edu](mailto:facbox@umass.edu)  
When submitting, the file name should include your first and last name.

# Fine Arts Center Box Office Job Application

## Responsibilities

- Conduct ticket sales and distribution for the Fine Arts Center Series, Department of Music & Dance Series, Department of Theater Series, and miscellaneous performances through ticketing software.
- Confirm order details and collect payment with efficiency and accuracy.
- Work with sensitive customer payment information and account information with care.
- Understand and communicate performance details to customers.
- Uphold FAC and University policies regarding cash and credit card handling.
- Understand varying seating charts, price structures, and policies based on performance.
- Work with the public competently and professionally in person and over the phone.
- Other duties as assigned

*Will train job specific responsibilities upon hire*

## Minimum Qualifications

- Computer experience required
- Ability to work nights and weekends required
- Customer service experience preferred
- Cash handling experience preferred
- Ability to understand and follow complex oral and written instructions
- Ability to remain patient while working with customers and staff in a fast-paced environment

## Schedule

- The Box Office's regular business hours are Monday – Friday from 9:30am – 5:30pm. The Box Office follows the University's closing schedule for holidays.
- The first shift of the day starts at 9:15am. Minimum Shift: 1.75 hours, Minimum Office Hours per Week: 6.0 hours
- Weeknight and weekend shifts are assigned