**Position Title**: Events Associate

**Reports To**: Audience Services Manager

**Status**: Part-time, 4-16 hours a month, flexible schedule

**Schedule:** Weekend afternoon and evening shifts, flexible scheduling

**Hours:** Minimum 1 shift per month, average 4 hours per shift

**Position Summary:**

The Cowles Center Events Associate’s primary responsibility is to ensure patrons at The Cowles Center have a positive, enriching experience in our facilities. The ideal candidate has a passion for the arts and is ready to work to ensure that all guests receive exceptional customer service. They will also be able to work independently while being able to handle various issues as they arise.

The Events Associate works as a representative of The Cowles Center by providing ticket sales for Cowles patrons in person and over the phone. This position serves as an ambassador for The Cowles Center and our performing companies by sharing information about productions, answering questions, and directing additional inquiries or concerns to the appropriate person or department within the organization.

**Primary Responsibilities:**

* Communicate the current season articulately and enthusiastically.
* Implement approved box office strategies and policies to ensure the highest level of customer service.
* Handle telephone and in person sales for events at the theater.
* Process ticket orders for events.
* Answer patron questions about events and the theater.
* Maintain a positive image of The Cowles Center through contact with guests and patrons
* Provide positive enforcement of The Cowles Center policies and procedures.
* Perform other duties and responsibilities as required or assigned.

**Qualifications:**

* High school diploma or equivalent preferred
* Strong communication skills
* Ability to work Sunday afternoons
* Ability to learn quickly
* Strong basic math skills
* Ability to carry, lift, bend
* Experience handling money
* Ability to work flexible schedule
* Ability to speak clearly, kindly, and enthusiastically over the phone

**Preferred Skills:**

* POS experience (ticketing preferred)
* Experience in customer service (both telephone and in person)
* Knowledge of Cowles productions and programs
* Enthusiasm and passion for the arts, especially dance

**About The Cowles Center:**

The Cowles Center is a dance and performing arts hub that promotes movement and growth for artists through supportive programs and spaces; engages audiences through dynamic performances; and educates learners of all ages through robust and inclusive initiatives. Centrally located in downtown Minneapolis, the Cowles includes the 500-seat Goodale Theater, a historic Shubert building; is home to leading dance and performing arts organizations in the historic Hennepin Center for the Arts and Masonic Temple; the state-of-the-art Target Education Studio, housing The Cowles Center’s innovative distance learning program; the TEK BOX studio theatre; and the U.S. Bank Atrium. The Cowles Center was developed and is owned and operated by Artspace Projects, Inc.

**To Apply: Email resume and cover letter to Joseph Bingham, Director of Operations & Production -** [**jbingham@thecowlescenter.org**](mailto:jbingham@thecowlescenter.org) **No phone calls please.**

*The Cowles Center for Dance & The Performing Arts is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of any status or condition protected by applicable federal or state laws.*