

**Recreation Leader III – Box Office Assistant (part-time, temporary)  
\$ 11.15 per hour to start  
Open Until Filled**

The Firehouse Arts Center seeks a part-time Recreation Leader III to work as an Assistant in Box Office operations at the Firehouse Arts Center and occasionally at the Amador Theater.

**The Position:** Under direction from the Lead Box Office Staff and the Theater Recreation Supervisor, the Recreation Leader serves as the initial contact for people purchasing tickets to City-sponsored performances. Responsibilities include answering questions about performances and gallery shows at the new Firehouse Arts Center, receiving and processing ticket orders and payments, cashiering, and answering questions about other local performance events.

The Box Office operates Wednesday-Friday from 12:00 p.m. to 6:00 p.m., Saturday from 10am to 4pm and during performances, which are primarily Friday, Saturday nights and Sunday afternoons. The Assistant will be assigned to work on 2 or 3 of the four box office workdays and during many of the performances. The Box Office Assistant position is shared primarily between two staff. After each year of work, the position is up for review, at which time the City may opt to extend the employment for additional years.

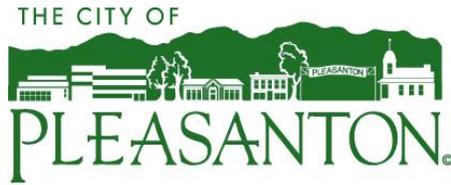
This is a part-time, temporary position, and cannot work more than 1,000 hours per fiscal year. It does not offer benefits, but does contribute to Apple and Medicare. CPR and First Aid training and certification are available.

**Typical Duties**

- Becoming familiar with the season's performances
- Answering questions (via phone, e-mail, in person) about Firehouse Arts Center programs & shows
- Receiving ticket orders, verifying order information, entering orders into the SeatAdvisor Box Office ticketing system, and mailing tickets to customers
- Receiving and processing order payments (cash, check, credit card)
- Opening and closing out cash drawer each day
- Updating ticket sales report daily
- Answering questions about other performances in the local area

**The ideal candidate will:**

- Possess excellent oral and written communication skills, a professional appearance and demeanor, excellent customer service skills and computer skills.
- Be able to adapt to extreme changes in work environment, from slower-paced regular hours to high-paced show nights.
- Have experience with Microsoft Word & Excel, ticketing software, and adding machine.



- Be able to type letters and forms; perform cash handling functions; assist the public and City employees with tact and courtesy; establish and maintain effective working relationships; and research information on local performance events. Awareness of local performances and community events is a plus.

**The Selection Process:** Applications will be reviewed as they are received. The most qualified applicants will be invited for an interview. A reference check will be conducted prior to making an offer.

**Prior to starting employment,** the selected applicants must provide a copy of a certificate showing that he/she has undergone and successfully cleared a tuberculosis test within the past two years, or undergo a tuberculosis test arranged by the City. Applicants under age 18 must provide a copy of a current work permit prior to starting employment. Applicants selected for the positions will be required to undergo and successfully pass fingerprint checks by the City prior to starting employment.

**If you are interested in this position,** please complete the City application available at <http://agency.governmentjobs.com/pleasanton/default.cfm>

If you have questions about this position, you may contact Rob Vogt at [rvogt@cityofpleasantonca.gov](mailto:rvogt@cityofpleasantonca.gov) or (925) 931-3456. **Applications will be accepted until the position is filled.**

**The Division:** Firehouse Arts Center is a program under the Civic Arts Division of the Community Services Department. The Civic Arts Division includes management of the Firehouse Arts Center and the Amador Theater; Civic Arts Stage Company, including productions and classes; literary & visual arts as well as teen performing and improv programs.