



## Sun Valley Center for the Arts

191 Fifth Street East, Ketchum, Idaho  
P.O. Box 656, Sun Valley, ID 83353  
208-726-9491 • www.sunvalleycenter.org

**Job Title:** Administrative Assistant – Box Office and Operations

**Reports To:** Education & Operations Manager

**Purpose:** Functions as the greeter and first face interaction at The Center's Ketchum location. This position also oversees The Center's box office and serves as the primary ticket sales person both in the office and at events. Serves as the primary administrative support for the Ketchum office operations.

### Key Accountabilities:

- Serves as the greeter, first face and receptionist for The Center's Ketchum location
- Sells tickets and oversees Box Office operations for ticketed Center programs
- Oversees The Center's Facilities including scheduling maintenance and monitoring security codes and keys
- Provides on-site support at all Center events

### Specific Tasks

The work of the Administrative Assistant includes, but is not limited to, the following:

#### Administrative

- Serve as primary Sun Valley Center (Ketchum location) receptionist
- Greet and facilitate visitor experience
- Inform people about programs and events
- Update phone message according to events and keep phone directory up to date
- Answer general information telephone line. Direct inquiries to proper Center staff person
- Sort and distribute mail
- Catalog and classify daily donations, pledges, or other income
- Log daily cash, checks and credit card receipts
- Scan receipts and bills in order to maintain current records for accounts payable
- Monitor and maintain office supplies –including office, kitchen and bathroom supplies
- Maintain internal lists for staffing of rotating duties including kitchen duty, front desk staffing, etc.
- Maintain front desk duties binder – which includes how-to documentation on tasks
- Oversee and coordinate basic building maintenance in conjunction with Operations Manager– including regular maintenance as well as troubleshooting problems
- Train and co-supervise summer intern for the administrative work assigned to that seasonal position

#### Box Office

- Lead daily event sales and monitoring of all Center events
- Oversee will call and ticket sales at Center events
- Serve as liaison for patrons via phone and email
- Batch print tickets and monitor attendance to all Center events

#### Program Support

- Serves as primary greeter and security for the gallery space – welcomes museum patrons and assists them with their experience and is mindful of their whereabouts while visiting the museum
- Assist curatorial staff with daily opening and closing of the Ketchum museum

### Key Interfaces

This position will interface with the following groups:

- Education and Operations Manager
- Database Administrator

- Executive Director
- Curator of Visual Arts
- Officers on the Board of Directors
- Director of Performing Arts
- Company of Fools Staff

**Focus**

Administrative: 20%

Program Support: 10%

Reception & Box Office: 70%

**Hours:**

This is a part time, non-exempt, hourly (20-30hrs/week) position. Work requires the flexibility to frequently work evenings and/or weekends according to The Center's calendar of programs and events. Specific hours will be set monthly, based on program and gallery schedule. Regular office hours for The Center's Ketchum location are Monday-Friday, 9am-5pm. During peak seasons in February, March, July and August – the office is open on Saturdays, 11am-5pm.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work regularly requiring sedentary activity using a computer keyboard and mouse
- Work requiring, on occasion, moderate physical effort including, but not limited to: walking and/or brisk walking, lifting 30-40 lbs, climbing/descending steps, climbing/descending ladders
- Work on site at occasional outdoor events

**Education/Experience/Abilities Required:**

- College degree desirable or equivalent education/business experience
- Ticket sales, cash handling, and customer service experience required
- Excellent communication skills required, both verbal and written
- Administrative and/or office support experience with ability to deliver on multiple projects concurrently
- Ability to stay focused on multiple tasks and deadlines given frequent interruptions
- Ability to troubleshoot routine computer software and hardware issues
- Skilled with using conventional office technology including wireless devices, scanners, printers, and internet
- Ability to learn systems quickly and to adapt to changing technology
- Proven history of success with complex and detail oriented assignments
- Skilled with all Microsoft Office products including Outlook, Word, Powerpoint, and Excel.
- Knowledge of Adobe Illustrator, In Design and Photoshop a plus
- Experience in the processing of daily money batches and cash drawer reconciliation
- Desire to work as a member of a team and ability to present ideas to a group
- Self-starter and problem solver
- Ability to stay calm under pressure or adversity
- Experience in customer service interaction
- Enjoyment in working with people and interacting in person and by phone
- A desire to work within all facets of a multidisciplinary educational arts organization and museum