**Box Office Associate (Oakland downtown)**

Yoshi's Oakland is composed of a world class music venue and Japanese restaurant. It is located in the Jack London Square area in Oakland. Our jazz club is open every evening for a live music performance. Visit www.yoshis.com for more info.

**About The Position**We are looking for a high energy and client-focused individual to provide legendary service to all patrons and perform individual ticket sales and accounting duties in the Box Office. In this role, you will assist in the supervision of Ticket Sellers and oversee cash distribution, collection and deposits. This position reports directly to the Box Office Manager and Director of Ticketing.

This is an excellent opportunity to share your expertise while learning more about this growing sports and entertainment organization that values your initiative and dedication!

This is a part time position based in Oakland, CA.

**Key Responsibilities**

* Oversee the opening and closing of the Box Office; prepare and reconcile cash drawers for Ticket Sellers and prepare Box Office stations
* Efficiently and accurately process show ticket purchases and restaurant reservations over the phone and in person.
* Process and verify credit card purchases, and accurately handle cash transactions, checks, process ticket orders for all events on Eventbrite and Aloha systems
* Answer questions, provide information to patrons in a consistently courteous and professional manner over the phone and in person.
* Answer, screen, and direct calls on a multi-line phone system.
* Perform general clerical duties including but not limited to filing, photocopying, faxing, emailing and mailing as required.
* Other duties as assigned

**Required Skills and Experience**

* High school diploma or equivalent required.
* Friendly and outgoing nature with excellent customer service and communication skills.
* Must be able to work independently.
* Must be well organized and able to handle multiple tasks simultaneously.
* Must be articulate, energetic, detail-oriented and able to work well under pressure to ensure customer needs are met, complaints are resolved, and service is provided quickly and efficiently.
* Must be proficient in the use of Microsoft Windows.
* Box office or ticketing software experience is strongly desired

**Physical Demands**

* Push/pull/carry and lift up to 50 lbs.

**Time Commitment**

* Ability to work a flexible schedule, including nights, weekends and holidays

**Salary and Benefits**

Pay commensurate with experience, reporting directly to the Box Office Manager. Benefits include health plan, daily staff meal and show tickets. **To apply, please send your cover letter, resume, and references to boxoffice@yoshis.com and include “Box Office Associate” in the subject line.**