



Position: Box Office Assistant

Reports to: Box Office Manager

Description: Responsible for the sales and distribution of tickets for all performances in the Balzer Theater at Herren's. Acts as the principal point of welcome with extensive knowledge on Theatrical Outfit's productions. Manages concessions and all Front of House procedures in the absence of the Box Office Manager.

Compensation: \$15.00 an hour. *This position does not offer employee health benefits.*

Hours: This is a part-time position with the ability to claim up to 20 hours per week. Daytime and Performance Shifts are available. Daytime office hours are 12 pm to 5 pm and performance shifts typically run from 6 pm to 10 pm.

Job Responsibilities:

- Gain extensive knowledge of Theatrical Outfit and all Balzer Theater at Herren's events and procedures.
- Ensure ticketing system data (Spektrix) is continuously updated and maintained.
- Collaborate in a small team to generate new ideas and experiences.
- Provide a welcoming and warm environment for patrons returning and new.
- Uphold all ticketing and building policies.
- Actively implement all COVID safety protocols, including, but not limited to, masking.
- Maintain discretion with patron and staff's secure information.
- Utilize the Homebase scheduling app for all availability and time off requests.
- Support administrative duties for other departments, within reason.
- Can take on Concessions duties, as requested.

Qualifications:

- High school diploma or GED required; Experience in theater/arts preferred.
- Computerized ticketing experience, directly referencing Spektrix, preferred.
- Exceptional customer service, communication, and the ability to work independently.
- Showcase diplomatic and negotiation skills with the ability to work with initiative and maturity.
- Cash handling experience and ability to make change.
- Self-motivated individual with outstanding problem solving skills.
- Highly proficient with digital organization and document drafting.
- Attention to detail.
- A calm and efficient manner in high energy environments.
- Willingness to work flexibly.
- Reliable transportation and punctuality.

To apply, please send a brief cover letter and resume to Abigail Dawkins, Box Office Manager, at Abigail.Dawkins@TheatricalOutfit.org. Phone calls will not be accepted.

Balzer Theater at Herren's

84 Luckie St NW Atlanta 30303