

Position: Box Office Assistant

Reports to: Front of House Supervisor

Description: This position is responsible for the sales and communication of ticketing information for all performances at Theatrical Outfit. This position requires superior customer service as it acts as the principal point of welcome with extensive knowledge on Theatrical Outfit's productions and supplementary events.

Type: Part-Time, Office and Event assistance, up to 20 hours per week

Job Responsibilities:

- Obtain and relay extensive knowledge of Theatrical Outfit and all rental events and procedures.
- Monitor and operate ticketing sales platform (Spektrix), email, and phones to provide an efficient booking experience.
- Provide a welcoming, warm, and efficiently sound environment for patrons returning and new.
- Support the administration of the sales department, ensuring information is continuously updated and well-organized.
- Maintain discretion with patron and staff's secure information at all times.
- Build and track use of complimentary gift vouchers for third party auctions.
- Count inventory and send replenishment requests to the appropriate department lead.
- Compile and communicate pertinent information to management for all shifts.
- Research and build targeted customer segmentation lists for group outreach marketing mailings.
- Collaborate in a small team to generate new ideas and experiences.
- Provide support in any other administrative or operational tasks as per the direction of the management team.

Minimum Qualifications:

- High school diploma or equivalent; Experience in theater/arts preferred; Minimum of two (2) years related experience.
- Willingness to work a variable schedule including day shifts, evenings, weekends, and holidays.

Preferred Qualifications:

- Exceptional communication and interpersonal skills with a customer service orientation.
- Confidence to proactively upsell and cross-sell over the phone and in person.
- Highly proficient with digital organization and document drafting.
- Comfortable working independently, managing stress, and solving customer issues under pressure.
- Superior attention to detail.

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

To apply, please send a brief cover letter and resume to Abigail Dawkins, Patron & Rental Services Director, at Abigail.Dawkins@TheatricalOutfit.org. Phone calls will not be accepted.