



Weston Playhouse Theatre Company
BOX OFFICE MANAGER
Seasonal, Full-time

Reports to: Audience Services Manager and Managing Director
Start Date: Mid May
End Date: late August/early September
Work Week: 6 days, 8-10 hours/day, which includes nights, day off may vary week to week
Housing: Single Room, shared kitchen and bath in company housing

Responsibilities include, but are not limited to:

- Provide excellent customer service to patrons over the phone and at the box office including:
 - Ticket and subscription sales
 - Gift certificate redemption and sales
 - Group sales
 - Merchandise sales
 - Restaurant Reservations
- Daily and weekly tasks to maintain the efficiency of the box office, sales department, and patron information
- Handle escalated or sensitive customer requests and/or complaints
- Ensure the proper tracking of comp and certain types of discounted tickets
- Create various box office and sales reports
- Work the box office before all performances and through the intermission of evening performances
- Create seating assignments and seat tables for Cabaret
- Work with and lead groups of volunteers
- Advise, supervise, and train interns
- Assist in other departments as assigned, including production changeovers
- Provide support for special events or company projects as needed

REQUIREMENTS:

- 2-3 years' experience in audience services and/or box office management
- Interest in customer/audience services, special events, and theatre productions
- Collaborative and consistent work ethic with the ability to maintain and exude pleasant, calm demeanor under intense schedules, workloads, and other personalities.
- Must enjoy working with people and be interested in hospitality and community relations
- Excellent decision making skills
- Excellent interpersonal, organizational, collaborative, and communication skills
- Experience in leadership positions and/or working with volunteers
- Computer literacy with emphasis on Microsoft Office suite, knowledge of Google Docs and Sheets preferred
- Experience with PatronManager is a plus
- Ability to work irregular schedules, including nights, with a positive attitude
- Ability to work well under stress
- Ability to lift up to 50 pounds
- At least 18 years of age
- Ability to thrive in a rural area with limited cell phone reception