



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

Reports to: Marketing and Communications Associate
Start Date: May 13, 2019
End Date: September 5, 2019
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 complimentary and 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 Second Stage and 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;
- Experience with Patron Manager is a plus;
- Interest in mentoring and training up-and-coming arts administrators ;
- 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 Office 365 and Patron Manager preferred;
- Ability to work irregular schedules, including nights, with a positive attitude;
- Ability to work well under stress;
- Ability to lift up to 50 pounds with assistance;
- At least 18 years of age;
- Ability to thrive in a rural area with limited cell phone reception

Compensation is between \$450-475/ week, housing included.

Updated January 2019

Weston Playhouse Theatre is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool.

To apply, send cover letter, resume, and three references to hire@westonplayhouse.org.

For more information check out our website at <https://www.westonplayhouse.org/>