



**Weston Playhouse Theatre Company**  
**BOX OFFICE STAFF**  
**Seasonal, Full-time Staff**

Reports to: Box Office Manager  
Start Date: June 4, 2021  
End Date: August 13/ September 9, 2021 (Different End Dates for Different Staff)  
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  
Compensation: \$300-400/week, housing included

**Responsibilities include, but are not limited to:**

- Provide excellent customer service to patrons over the phone and at the box office, such as:
  - Ticket sales
  - Gift card redemption and sales
  - Gift certificate redemption
  - Merchandise sales and inventory
- Daily and weekly tasks to maintain the efficiency of the box office, sales department, and patron information, including:
  - Reviewing daily ticket and merchandise deposits for accuracy;
- Understand and enforce Weston's Covid-19 protocols when interacting with patrons;
- Ensure the proper tracking of complimentary and discounted tickets;
- Run various box office and daily sales reports;
- Work the box office before all performances as scheduled;
- Liaise with House Managers and volunteer ushers;
- Provide Audience Services support for special events or related company projects;

**REQUIREMENTS:**

- 1-2 years of experience in audience services and/or box office management;
- Interest in customer/audience services, special events, and theatre productions;
- Experience with Patron Manager and other CRM tools is a plus;
- Collaborative and consistent work ethic with the ability to maintain and exude pleasant, calm demeanor under fluctuating 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 preferred;
- Ability to work irregular schedules, including nights, with a positive attitude;
- Ability to work well under stress;
- Ability to lift up to 50 lbs. with assistance;
- At least 18 years of age;
- Ability to thrive in a rural area with limited cell phone reception.

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](mailto:hire@westonplayhouse.org).

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