



## **BOX OFFICE ASSOCIATE**

Assist the Box Office Manager (BOM) with all day-to-day operations of the Box Office including ticket and subscription sales with an emphasis on sales.

**Regular hours (non-show weeks):** 10am-5pm / 4 days a week

**Show week hours:** BO Associates are expected to be at every performance. Possible Show Week Hours are as followed Mon/Tues as needed, Wed 12pm-8:00pm, Thu/Fri 5pm-9pm, Sat 4pm-9pm, Sun 11am-3pm

*Please note: These hours may shift slightly, depending on the performance schedule. BOM will set schedules two weeks prior. Associates are expected to work 3-4 hours prior to show time and leave one hour after the performance starts (or after the last performance of the day on 2-performance days). Potential hours: 14 - 20 hours per performance week.*

## **Overall Responsibilities**

- Greet patrons in a warm and personable manner
- Clearly communicate information about performances, organization, neighborhood, aesthetic and mission
- Lead various call campaigns throughout the season by making outbound calls to patrons
- Fill in for either the BOM or Box Office Assistant for show calls as needed
- Conduct ticket sales by phone and in-person directly with patrons using Ovation Tix
- Resolve patron issues promptly and effectively
- Be the eyes and ears of the theatre concerning patron response, concerns, and ideas
- Understand and enforce box office policies when necessary
- Work with BOM to manage and maintain ticketing database
- Work with BOM to process and assist with Group Sales
- Work with BOM to process and record Gift Certificates
- Work with BOM to produce accurate reports for the Advancement, Marketing, Business and Producing Artistic Director as needed
- In the absence of the BOM, act as the interim BOM
- Clean up Database (inputting new profiles, deleting unusable profiles, tagging profiles correctly, etc.)
- Keep box office clean and organized
- Read all scripts and attend dress rehearsal of each production.
- Comply with dress code for performances.

## **QUALIFICATIONS**

### **Skills**

- Exceptional conversation skills, verbal expression
- Able to work efficiently and calmly in a fast paced environment
- Tech savvy
- Ability to focus on details and work with numbers

- A team player, willing to help in any tasks needed
- Ability to multi-function/prioritize and keep busy at all times
- Enjoy speaking with and helping the general public
- A warm and approachable attitude
- Working knowledge of Microsoft Office and exceptional knowledge of Excel
- Experience with ticketing software preferred

**Experience**

- Previous customer service or box office experience preferred
- Previous sales experience necessary
- Previous management experience is a plus
- Associate's Degree or higher preferred

Interested candidates should email a resume to Katie Ellison, Director of Operations, at [kellison@gablestage.org](mailto:kellison@gablestage.org) . No phone calls, please.