

ASHEVILLE COMMUNITY THEATRE  
Position Description

Title:	Box Office Assistant / Theatre Admin
Weekly Hours:	30 hours per week (Wednesday – Sunday)
Reports To:	Box Office Manager
Full-time/ Part Time:	Full Time, Hourly
Compensation :	\$12 / hour
Benefits:	Medical, Retirement, Vacation time, Sick time, Holiday Pay & complimentary tickets to mainstage shows

**Position's Tasks/Responsibilities:**

- Runs Box Office during performances (weekends and evenings required)
- Assists in daily operations of Theatre and Box Office
- Pick up weekly concession orders
- Maintains Database and accuracy of Patron Records
- Trains and Maintain Usher roster; finds usher coverage for all shows, and log all usher/volunteer hours in database.
- Manage performance operations of Box Office:
  - Ensure box office is set up and ready to open one hour prior to show time.
  - Ensure patrons are happy while waiting for the theatre doors to open.
  - Resolve any patron ticketing issues, complaints, etc.
  - Check Box Office Voicemail and return calls as needed.
  - Ensure box office is clean.
- Other responsibilities and duties as assigned or requested.

**Preferred Skills and Qualifications**

- 1-2 years working in administrative setting (experience in performing arts a plus)
- Comfortable handling cash and reporting
- Familiarity with basic database and records
- Proficient in Microsoft Office Suite and Google Drive
- Flexibility and patience
- Sense of humor and ability to work with multitude of personality types
- Self-starter and ability to identify tasks for completion
- Must be able to lift up to 40 lbs