

Job/Position Title: Box Office Associate

This job reports to:

Box Office Manager

The following positions report to this job:

Box Office Volunteer

Concessionnaire

House Manager

Usher Volunteer

Position Purpose:

This position is a full time, hourly (non exempt) position. The Marketing and Box Office Associate runs the box office during performances and assists with daily box office operations during non-event workdays. This position is responsible for the supervision of the front of house staff along with concessions.

Key Tasks, Duties, Roles and Responsibilities:

- Manages box office and front of house operations/staff for all ticketed mainstage shows and 35below shows when the mainstage is dark
- Management of concessions items, registers, and staff members for ACT performances
- Manages front of house staffing and training for all ACT events and performances
- Assists with education payments and class registration, as needed
- Maintains accuracy of box office and concession floats and deposits for events
- Assists with daily box office operations during non-event workdays, including but not limited to, using a multi-line phone system, assisting walk-up patrons, qualifying ticket orders and class registrations, processing comp requests, and assisting with building events in PatronManager
- Oversees front of house setup for all events, including but not limited to, printing door lists, printing usher schedules, informing FOH Manager of event-specific needs, and printing playbill inserts
- Being the usher volunteer coordinator and maintaining the training of the usher base
- Manages concession inventory, ordering, pricing of items, menus, and pre-show restocking
- Trains ushers and box office volunteers; facilitates training sessions for new and returning front of house volunteers
- Creates organizational blog posts, e-newsletters, press releases, and website postings as needed
- Date entry and organization of Code of Conduct forms, ushering agreements, new front of house volunteers, and other forms into ACT digital databases
- Assists with event building in PatronManager as needed
- Runs TAP shows and preps the box office for offsite events
- Assists with facility maintenance and upkeep as needed
- Other duties as assigned by supervisory staff

Key Technical Skills and Knowledge required for the position:

- Proficient with computers, ability to learn ticketing software (PatronManager), concessions sales system (Square); ability to learn graphics software (Canva, InDesign)

- Customer service skills, both verbal and written
- Organizational and time management skills
- Data entry skills, with good typing and spelling capabilities
- Basic photography skills (smartphone photography is acceptable)
- Must be able to lift up to 40 lbs (event setup includes moving boxes of wine, beer, playbills, etc.)

Key Success Factors and Interpersonal Competencies required for position:

- Must be able to interact well with the public on a daily basis, and effectively manage patron complaints/concerns that have been elevated by a box office volunteer or concessionaire
- Ability to adapt quickly to new and/or unexpected situations
- Capable of retaining and relaying to the public a general understanding of ACT processes and knowledge of the ACT event calendar
- Has ability to self-manage and can listen to direction; works well independently and as a team member or team leader

Performance Measures used to evaluate effectiveness in position:

- Effective event execution and maintenance of usher schedule
- Effective execution of social media deadlines and maintenance of marketing calendar tasks
- Timely arrival for event and/or daily work shift
- Overall effectiveness in engaging with the public online, in person, and over the phone
- Accuracy in the reconciliation of deposits, floats, and cash exchanges
- Timely and accurate database maintenance