



A Contemporary Theatre

Box Office Representative – Part Time, Patron Services

Salary: \$20 per hour

Status: Part-Time, Non-Exempt

Scheduling: 15 – 25 Hours Weekly, Shifts are scheduled during the following working hours; Tuesdays through Fridays 11:30am-5:30pm, Evenings and weekends during performance runs

The Box Office Representative serves as an ambassador for ACT Theatre to patrons, assisting them over the phone, in person, and via email. Typical services include selling single tickets and subscriptions, processing ticket exchanges, and knowledgeably answering questions regarding performances and programming. Excellent customer service skills, computer proficiency and general office skills are required. Previous experience with Tessitura software, ticketing, and customer service are a plus. The Box Office Representative works to ensure a superior customer service experience for all patrons purchasing or enquiring about purchasing subscriptions and single tickets through all channels, phone, web, and walk-up. They will foster a warm on-site experience for ACT patrons.

Benefits include access to \$5 downtown parking, and free tickets to ACT productions. COVID-19 vaccination is a condition of employment.

Responsibilities Include (But Are Not Limited To):

Customer Service – 30%

- Demonstrate exceptional and forward-thinking customer service
- Represent our mission as the first line of contact with patrons
- Remain calm and diplomatic with escalated issues
- Be self-directed in work ethic, leading by example
- Answer incoming calls and make outgoing calls to resolve issues

Ticket Orders – 30%

- Be proficient and efficient in all Tessitura basics
- Process individual ticket orders, subscriptions, exchanges, and gift certificates
- Troubleshoot issues in Tessitura (including but not limited to searching for a lost order, look for multiple accounts, search via credit card, view order, and transaction history as needed)
- Up-sell and cross-sell when appropriate
- Maintain accurate data entry within patron database

Performance Duties – 20%

- Staff Will Call and Sales windows
- Assist patrons with missing orders or other customer service issues with diplomacy, accuracy, and efficiency

Other Duties – 10%

- Process mail and Will Call tickets
- Additional duties as assigned

Qualifications/Skills

- Strong customer service skills; ticketing, sales, or other arts organization experience a plus
- Flexibility in scheduling, weekend and evening work will be required
- Enjoy proactively, politely, and calmly interacting with a variety of personalities in a fast-paced environment; you must truly enjoy people to thrive in this position
- Be punctual and ready to work for each shift
- Familiarity with Microsoft Office Suite and database management software
- Tessitura software experience a plus
- Ability to appropriately manage confidential information
- Exercise attention to detail with cash handling
- Skilled at multi-tasking with high attention to detail
- Excellent written and verbal communication skills
- A passion for art and a genuine interest in working with the public
- Possess a positive, caring, respectful attitude, a sense of humor is a plus

Equity and Inclusion

ACT strives to be an anti-racist, fully accessible, multicultural theatre that is truly welcoming to all. Employees will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding institutional racism and building cultural competency and exhibit a commitment to diversity, equity and inclusion

Physical Skills/Work Environment

While performing the duties of this job, the employee is regularly required to sit and stand for periods of time; move through a variety of environments, use a computer keyboard and screen, use a telephone, speak, and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus. Ability to lift and carry at least 25 pounds.

Work environment includes administrative offices, public spaces, theatrical spaces, and break areas.

To Apply

Submit resume and cover letter with “Box Office Representative” in the subject line to work@acttheatre.org