



## **PART-TIME BOX OFFICE ASSOCIATE**

Classic Stage Company seeks an enthusiastic and personable individual to join our company as a part-time Box Office Associate at our Off-Broadway venue, the Lynn F. Angelson Theater for the 2023-24 season. We anticipate the Box Office Associate will work two to three performances each week subject to the needs of the production.

The Box Office Associate will report to the Audience Service & Box Office Manager and will have a key role in contributing to an efficient box office and ticket operation, including providing excellent customer service to CSC's patrons, members, and single ticket buyers.

### **Essential Duties and Responsibilities:**

- Sell tickets to patrons in person from the box office window on performance days.
- Distribute tickets for will-call on performance days, nights and weekends.
- Upsell memberships, donations, and tickets for Classic Stage Company in-person using Spektrix CRM software.
- Assist with resolving customer and transaction issues online via email and phone.
- Maintain reconciliation and pre-performance house reports.
- Uphold collaboration and proactive communication with colleagues during each pre-show period.
- Aid House Management in the event of an unexpected accident or emergency
- Have a strong working knowledge of CSC's performance schedule and benefits.
- Retain knowledge of CSC's mission, history, staff, and emergency activity procedures.
- Communicate CSC's ticketing policies and procedures.
- Perform additional functions and activities as directed by the Audience Service & Box Office Manager.
- Provide support to the Audience Services & Box Office Manager.

### **Qualifications:**

- Strong interpersonal skills; ability to provide excellent customer service and hospitality.
- Professional demeanor with strong focus on attention to detail.
- Working knowledge of box office and ticket operations.
- The ability to perform well under pressure and unexpected situations with grace.
- Sales experience, including in-person, phone, and online sales channels.
- Must be a team player who is able to work well in a fast-paced environment.
- Comfort with technology; experience working with ticket software strongly preferred.

### **Compensation:**

The Box Office Associate position is a part-time, hourly non-exempt job with an hourly rate of \$20.00. Saturday shifts include a paid break between shows. Performances being on October 10, with onsite training the week before.

### **Please apply:**

If this position sounds like the perfect fit for you, please apply! In addition to your resume, send along a cover letter that tells us a little bit about yourself beyond your work history. We'd love to know more about you and hear why you're interested in this role and what you're looking for in a new position. You can submit all of these materials via email to [jobs@classicstage.org](mailto:jobs@classicstage.org) with "Box Office Associate" in the subject line.

The health and well-being of our artists, staff, and audiences is of utmost importance to us. CSC will be in compliance with all CDC, Federal, NY State, and NYC guidelines as well as union COVID-19 Safety Protocols for Off-Broadway Productions for Fully Vaccinated Companies. It will be a condition of employment all CSC employees are fully vaccinated,

which as defined by the CDC is more than 14 calendar days following receipt of a final dose of an FDA or World Health Organization authorized or approved vaccine and staying up to date on all authorized or approved boosters.

CSC is committed to being an anti-racist organization and we believe that diversity and inclusion are critical in our hiring practices. CSC recognizes the responsibility we bear to make our theater a place where all artists, audiences, and staff feel supported and at home. To learn more about CSC's commitment we encourage you to visit [classicstage.org/commitment](https://classicstage.org/commitment).

CSC values diversity and provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, parental status, military service, or other non-merit factor. In addition to federal law requirements, Classic Stage Company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.