



BOX OFFICE ATTENDANT

Passionate about the arts in our community? Looking to make a change and a difference? We're looking for someone like you. A Box Office Attendant is on-site for all events for which the New Hazlett Theater is responsible for ticket sales. This part-time position oversees audience arrival, seating and departure, while ensuring audience safety. The Box Office Attendant has the overall responsibility for ensuring that the experience of each patron is enjoyable as well as safe, providing exemplary customer service to audience members and renting clients. The Box Office Attendant reports to the Patron Services Coordinator, but must also work closely and coordinate with, and take direction from, other full time staff.

New Hazlett employees must embrace the theater's mission and its goal to respect and present diverse artists and ideas. We are committed to eliminating bias with regard to race, sex, gender expression, sexual orientation, ability, heritage, culture, religion and tradition, both on stage and off. Our staff must work to further this commitment, and will help interrupt behaviors that impede our DEAI efforts.

Essential Duties & Responsibilities:

- Be knowledgeable about the New Hazlett Theater's CSA program and how to become a subscriber.
- Print patron list for the day's performance.
- Efficiently log-on to the ticket handling site and set up the box office computer for that show's performance.
- Secure box office bank making sure to accurately handle cash transactions and report all accounting of box office revenue.
- Provide patrons with directions and answer questions about the performance space.
- Close and balance cash and credit card receipts.
- Be aware of and be prepared to execute emergency procedures at all times.
- Attend training sessions as scheduled.

Our job descriptions are general overviews. If you feel passionate about the arts and believe that you have the skills to contribute to the growth of our organization, we want to hear from you.

JOB REQUIREMENTS

Experience:

Minimum Experience:

- Prior experience in a position focusing on customer satisfaction
- Basic computer and internet knowledge

Preferred Experience:

- Experience with theater/performance practices
- Cash handling experience in a food or retail venue
- Experience working with a wide range of clientele
- Ability to stay focused in high volume service settings
- Experience in online ticket sales and programs

Knowledge, Skills & Abilities

- Provide excellent customer service in all patron interactions
- Strong organizational and time management skills with the ability to multitask and reprioritize
- Ability to communicate with a broad range of audience members
- Problem-solving abilities are necessary. Able to quickly identify and provide recommendations on issues

NOTE: Full Covid-19 vaccination is required, barring a legal exemption

Language Requirements, other than English: Not Applicable

Licenses or Certifications: RAMP certification required. CPR / First Aid training will be provided annually.

Travel Requirements: Access to reliable transportation required

Physical, mental demands and working conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- An employee in this position works in a theater environment.
- The position frequently requires the employee to communicate well with others both inside and outside the theater (e.g., in person, via telephone, etc), and must be able to speak and hear via radio.
- The employee must be able to understand, interpret and analyze data, solve problems, concentrate, research, use available technological resources and systems (e.g. cash register, computer programs), multi-task, prioritize, and meet multiple individuals to complete essential tasks.
- An employee in this position is frequently required to move throughout the workplace, sit, stand and walk, use hands and fingers to hold objects, tools or controls, possess fine motor skills (e.g., to write and operate a special types of equipment), possess gross motor skills (e.g., to carry items), reach with hands and arms, climb stairs, balance, stoop, kneel crouch or crawl, communicate effectively, and see, talk and hear.

Number of Direct Reports: Not applicable

Compensation: Compensation for this part-time, non-exempt position is \$14.00/hour

The New Hazlett Theater is proud to be an Equal Opportunity Employer, and we encourage people from underrepresented backgrounds to apply. We do not discriminate on the basis of race, color, ethnicity, ancestry, religion, national origin, gender, sex, gender identity or expression, sexual orientation, age, citizenship, marital or parental status, disability, veteran status, or other class protected by applicable.

Employment is contingent upon your successful completion of a professional, educational and criminal background check. At the time of employment, you must also present documentation indicating that you are legally authorized to work in the United States.

TO APPLY: Send resume with cover letter to rconrad@newhazletttheater.org. There is no deadline to apply. No phone calls please.