

# TheatreWorks

S I L I C O N V A L L E Y

## Assistant Box Office Manager

### **Summary:**

The Assistant Box Office Manager is responsible for providing all patrons with a high level of customer service while supporting the Box Office staff with patron issues, the ticketing system, and general information. This position is part of the Marketing Department, reporting directly to the Box Office Manager with supervision by the Director of Marketing.

### **Qualifications:**

This position requires at least one year of customer service experience in performing arts or a related field. Must be able to work in a fast-paced environment with rapidly changing priorities while maintaining a consistent focus on strategic long-term goals. Excellent written, verbal, organizational, and interpersonal skills are essential. Previous experience with Tessitura is a plus. Must be able to work as part of a team and independently with minimal supervision. Evenings and weekends are required. Valid driver's license and reliable transportation are required.

### **Responsibilities:**

- Represent TheatreWorks at all times in a professional, thoughtful, and patron-oriented manner
- Report to Box Office Manager all ticketing-related issues and ensure that Box Office staff creates proper documentation
- Assist Box Office Manager in all customer service-related issues; filtering patron issues and escalating them as necessary
- Work in conjunction with the Box Office Manager on maintenance of all ticketing and data systems
- Perform Box Office opening and closing procedures
- Assist in training of Box Office staff and reviewing, developing, and improving the Box Office's policies and procedures
- Be knowledgeable of all promotions and special events, ensuring that the Box Office staff is correctly informed and properly performing transactions.
- Set-up and breakdown mobile box office at the Lucie Stern Theatre in Palo Alto
- Supervise evening and weekend shifts as needed
- Serve as primary point of contact for VIP Services, liaising with Development Department
- Perform house management duties as needed
- Attend and participate in weekly Marketing Department meetings
- Other duties as assigned by the Box Office Manager or the Director of Marketing.

### **Compensation and Benefits:**

This position is full-time, exempt and includes health benefits. Compensation is commensurate with experience.

# TheatreWorks

S I L I C O N V A L L E Y

**To Apply:**

Please send resume and cover letter in pdf format to

Peter Chenot, Director of Marketing

[pchenot@theatreworks.org](mailto:pchenot@theatreworks.org)

P.O. Box 50458, Palo Alto, CA 94303

TheatreWorks Silicon Valley strives to be an inclusive work environment and embraces a diversity of people, ideas, talents, and experiences. We highly encourage people of color, individuals with disabilities, and other historically underrepresented groups to apply.