

Part-Time Box Officer

POSITION OVERVIEW

The Part-Time Box Officer is a new and essential part-time position at the Colonial Theatre. This staff member will 1) ensure the smooth functioning of the theatre's box office; and 2) connect the back of house (business office) to the front of house (box office). This role involves a significant amount of in-person and phone interaction with the public.

Applicants should be aware that the Colonial Theatre requires all staff to be fully vaccinated. (Visitors and patrons must also provide proof of vaccination or a negative PCR test taken within 72 hours of their visit: <https://thecolonialtheatre.com/about/safety/>)

Candidates for this role must possess strong customer service, verbal communications, and organizational skills, and as well as good judgement.

Applicants should be energized by service to others and interested in arts and cultural programming. Customer service and administrative experience are preferred. Excel, Word, Outlook, Google Calendar, and Power Point skills required. Experience with point of sale systems is desirable but not requisite because, to carry out the roles and responsibilities listed below, the Box Officer will develop experience with Agile Ticketing database.

The Box Officer must be available to work at the Colonial Theatre 15-20 hours per week on evenings and weekends, 5 days per week. This is a permanent, part-time position. In addition to providing excellent customer service, this member of the staff will both support and work collaboratively with Colonial employees, thereby helping advance the theatre's mission of nurturing community by celebrating the power of film and the performing arts to entertain, inform and reveal meaning.

ESSENTIAL DUTIES & RESPONSIBILITIES

Customer Service

Maintain the highest level of professionalism and courtesy as the first in-person touchpoint of the theatre for patrons.

Sales (65%)

- Process all ticket sales, new or renewing membership sales, gift certificate sales, and merchandise sales.
- Check vaccine status of patrons purchasing tickets.
- At start of shift, check with manager on duty for any special on-sale instructions.
- Process refunds when purchases meet qualifications.
- Print and file Will Call tickets for upcoming events.
- Follow instruction from marketing team regarding upselling, special sales, etc.
- Close out register at shift end.

Administration (35%)

- Promptly answer phone calls on box office line(s).
- Regularly clean lobby doors and sweep lobby as needed.
- Maintain an organized and clean box office. Items must be placed out of sight of patrons and counter must be wiped down as needed.
- Receive packages and ensure delivery to proper staff.
- Notify marketing team when box office signage needs to be updated.

QUALIFICATIONS

Two years of experience in a customer service role. Experience within a nonprofit is preferred but not required. Extra points for arts and cultural experience.

APPLICATION PROCESS

Email opportunity@thecolonialtheatre.com with cover letter and resume.

Applicants selected to interview will be contacted by email to arrange an initial phone screening interview. References and a background check will be conducted for finalist candidates.