



Box Office Associate Job Description

POSITION SUMMARY

City Springs Theatre Company is seeking qualified candidates to serve as Box Office Associate. Potential candidates will have a minimum of two (2) years of experience working in a box office and will have a flexible schedule to work both office hours and performances. This position reports to the Patron Services Manager.

DUTIES AND RESPONSIBILITIES

- Answer incoming calls on the ticket office phone line
- Process subscription orders, ticket exchanges, and ticket donation requests in an efficient and timely manner
- Assist in maintaining accurate financial and seating records
- Identify and troubleshoot customer service issues to provide the fastest and most positive resolution for the customer
- Enter customer feedback into patron database
- Function as information and sales representative for all events related to City Springs Theatre Company
- Provide helpful information to patrons, including suggestions for events, performances, price options, parking options, directions, restaurants, access for patrons with disabilities, and any other service provided by City Springs Theatre Company
- Upsell appropriate services and events
- Sell new and renewal subscriptions, four show packages, gift certificates, and related items
- Assist with database maintenance, add accounts in database, and update and correct patron information
- Make outgoing calls to patrons regarding program or event changes and new services or offerings as necessary
- Compose and distribute periodic customer comment reports
- Provide pre-show customer service at all performances in the box office
- Attend performances, greeting guests and working with Sandy Springs PAC box office and house management to help reconcile onsite customer concerns
- Guide patrons through their online interactions with City Springs Theatre website
- Monitor all performances to ensure correct pricing, dates, times, and other pertinent information
- Ensure the fulfillment of house seats, comps, and trade requests
- Consult with the management to maintain the highest standards of customer service
- Participate in department head and full organization meetings
- Execute other duties as assigned by the management

PROFESSIONAL QUALIFICATIONS

The successful candidate will have:

- Two (2) years professional experience working in a box office
- Vendini TicketAgent experience a plus



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- Ability to communicate clearly and professionally in oral and written forms
- Strong dedication to established work commitments
- Flexibility in work schedule
- Strong collaborator, creator, and team player
- Highly organized, flexible, collaborative, motivated, and a fast learner
- Attention to detail in paperwork and process-oriented

ADDITIONAL QUALIFICATIONS

This position also requires an individual who is:

- Committed to the mission of City Springs Theatre Company
- Self-motivated, honest, thoughtful and composed
- While exceptionally detail-oriented, can also focus on large concepts and strategic issues
- Able to navigate through diverse and sometimes competing priorities
- Collaborative and collegial in work relationships

COMPENSATION

City Springs Theatre Company offers competitive pay commensurate with candidate qualifications and comparable organizations.

EQUAL OPPORTUNITY EMPLOYER

City Springs Theatre is committed to developing a work environment that is reflective of the diverse community that it serves. Applicants from all populations and underrepresented groups are encouraged to apply. Consideration for employment will be given to all applicants without regard to race/ethnicity, gender identity/sexual orientation, age or ability.

ABOUT CITY SPRINGS THEATRE COMPANY

City Springs Theatre is dedicated to entertaining, educating, and enriching the community while contributing to the cultural and economic development of Sandy Springs, by creating world class theatre experiences for the metro Atlanta area, through affiliation with the Sandy Springs Performing Arts Center. Through Broadway-style musical theatre featuring regional and national artists, creating a broad range of arts education programs for the enrichment of the community, and providing entertaining and inspiring productions for diverse audiences, City Springs Theatre establishes Sandy Springs as a growing cultural center. City Springs Theatre is a 501(c)(3) non-profit cultural organization. For more information, visit our web site: www.CitySpringsTheatre.com.