



Job Description: Box Office Associate

Employer: City Springs Theatre Company

Reports To: Box Office Manager

Type: Part Time/Hourly

Position Description:

Reporting directly to the Box Office Manager, the **Box Office Associate** will work City Springs Theatre Company performances at the Sandy Springs Performing Arts Center. The Box Office Associate will provide customer service to patrons with ticketing issues, including lost, stolen, or damaged tickets. This position will primarily work will call, handling advanced ticket orders as well as answer box office telephone and respond to customer questions regarding events, ticket operations, and assist patrons in finding seat locations on seating diagrams.

Duties include:

Box Office Operations

- Work the box office at all City Springs Theatre Company performances to sell tickets, distribute will call, and handle any re-seating issues that may arise, working closely with the Box Office Manager.
- Take and process ticket orders during performances via phone and in person.
- Answer all incoming calls and return calls on the ticket office phone line.
- Have a working knowledge of City Springs Theatre Company's performances, policies, and services.
- Be able to navigate Choice Ticketing and our additional booking systems (i.e. Goldstar).
- Handle special requests from the Box Office Manager in a timely manner.

At a Performance

- Arrive 2 hours before performance start time to manage any final bookings, print tickets/attendance lists, and set up scanners/manual check-in before house opens.
- Perform all tasks at Will Call including distributing tickets, processing in-person sales, and monitoring all inquiries and complaints from patrons.
- Communicate with all Front of House staff/volunteers and Stage Management personnel to ensure the best experience for the audience.
- If necessary, be available for 30-45 minutes after a performance ends to receive online donations and sell discounted tickets to patrons on their way out.

Required Qualifications

- Night and Weekend availability
- Excellent customer service, communication skills & phone etiquette
- Strong attention to detail
- Accurate keyboarding skills
- Ability to learn and use a variety of technical systems
- Ability to handle financial transactions and make change
- Ability to remain pleasant during challenging situations
- Reliable transportation
- Committed to the mission of City Springs Theatre Company

For Questions:

Natalie@cityspringstheatre.com
with "Box Office Associate" in the subject line.

PLEASE, NO PHONE CALLS.

To Apply, and to learn more about CSTC:

<https://www.cityspringstheatre.com/about/careers/>
Please be prepared to submit a cover letter and resume.