

Title: Box Office Coordinator (Part-time)

Reports to: Producing Artistic Director

Supervises: Other Box Office staff and volunteers

General Purpose: To maintain box office support and ensure smooth operations for both patrons and staff

Stipend: To be determined

Primary Responsibilities:

- Ensure coverage for all hours that the Box Office is open, with due regard to busy periods.
- Ensure that reservations are processed efficiently & accurately, and that all money is received & reconciled as evidenced by daily cash reporting.
- Answer all box office queries, and deal with problems & complaints.
- Investigate & resolve any problems arising from credit card sales.
- Maintain records of any complimentary tickets.
- Monitor the day-to-day working of the computer software, ensuring problems get rectified as quickly as possible & in the most cost-effective manner.
- Ensure that data base backups are maintained.
- Keep up-to-date regarding shows & events at ETC, and communicate that knowledge to the public and staff.
- Maintain Online Box Office & communication with Vendini (ticketing platform).
- Be trained to program the computer with all ticketing information including shows, season packages and pricing.
- Coordinate with Marketing regarding programming information, selling, and special offers.
- Supervise the Box Office team (part-time Box Office Assistants & Door Volunteers), while on site, in ticketing, ensuring that they adhere to established system of controls, standards of behavior, and courtesy.
- Maintain mail list, and process mailing list requests.
- Provide relevant reports as requested by management and/or Board (Finance, Marketing, and Development).
- Receive and process ticket voucher requests for local non-profit fundraising & in-house requests.

Skills/Experience Preferred:

- Computer experience.
- Organizational skills and fiscal management.
- People skills and ability to work with the public.
- Leadership abilities to inspire others towards a common goal.

Hours/Schedule:

- Hours will vary from week to week depending on the specific requirements of the shows being produced and other requirements.
- Flexible: some nights and weekends.