



PART-TIME BOX OFFICE ASSISTANT

We are seeking a dedicated and friendly Part-Time Box Office Assistant to support our audience services team. In this frontline role, you'll help create a welcoming theatre experience by assisting with show check-in, handling pre-show set up duties before each performance, and ensuring smooth box office operations. This position plays a key part in connecting with our audience and subscribers—whether checking in and greeting patrons at performances, participating in call campaigns, or covering scheduled box office phone shifts. Ideal candidates bring strong communication skills, attention to detail, and a genuine enthusiasm for live theatre.

Typical Show Week Schedule: During show weeks, the Box Office Assistant will handle Box Office show prep, will-call/checking in patrons, and stay after performances to sell subscriptions & assist patrons. May include holidays.

Potential shifts, totaling 15-22 hours a week: Mon/Tues as needed, Wed 12pm-8:00pm, Thurs 5pm-10pm, Fri 5pm-10pm, Sat 5pm-10pm OR Sun 11am-4pm

Please note: These hours may shift slightly, depending on the performance schedule. Box Office Manager will set schedules two weeks prior.

Non>Show Week Schedule: The Box Office Assistant will cover Box Office phone shifts, participate in outgoing call campaigns, or assist in other Box Office or company projects. Typically 15 hours per week with 12pm-5pm shifts, additional hours may vary depending on company projects and campaigns.

Overall Responsibilities

- Serve as an ambassador for the theatre by greeting patrons warmly and communicating clear, helpful information about performances, the organization, and the artistic mission.
- Conduct ticket sales by phone and in-person directly with patrons using Ovation Tix -Resolve patron issues promptly and effectively.
- Assist with Box Office phone calls, including /voicemail log and inbox, making sure all patrons are contacted efficiently with great customer service.
- Be the eyes and ears of the theatre concerning patron response, concerns, and ideas.

- Maintain the ticketing database, including ongoing data cleanup (new profiles, profile tagging, and removal of unusable records/duplicates).
- Participate in outbound call campaigns throughout the season.
- Work with the Box Office Manager and Assistant Manager to create accurate daily reports.
- Let Managers know if Box Office inventory is low.
- Keep the box office clean and organized.
- Assist with pre-show preparations including printing tickets and additional duties as assigned, following a pre-show checklist.
- Set up and take down the BO signs at the start and at the end of the day.
- Prepare the outdoor cafe area before every performance and pack it up after the last performance of the day begins.
- Stay well-informed about productions by reading scripts and attending performances to speak authentically about the work.
- Check in patrons and distribute tickets.
- Assist with other projects across departments when needed.
- Comply with dress code for performances

QUALIFICATIONS

Skills

- Exceptional communication and conversation abilities
- Excellent interpersonal skills and collaborative spirit
- Ability to work efficiently and calmly in a fast-paced environment
- Strong attention to detail and comfort working with numbers
- Tech-savvy with proficiency in Microsoft Office, Google Suite, and advanced Excel use
- Proficiency with computer systems and ticketing platforms; familiarity with Ovation or similar systems a plus
- Ability to multitask, prioritize, and stay productive during high-volume periods
- Creative problem-solving approach and grace under pressure
- Ability to work independently as well as in a collaborative, mission-driven team
- Accurate and reliable cash-handling skills

Experience

- Prior box office, customer service, or ticketing experience strongly preferred
- Associate's Degree or higher preferred

- Enthusiasm for theatre and the performing arts

Benefits

- Pay rate is \$17 per hour
- Complimentary tickets to productions

Interested candidates should email a cover letter and resume to Katie Ellison, Director of Production & Operations at kellison@gablestage. No phone calls, please.