



ASSISTANT BOX OFFICE MANAGER TRACK A & B
Seasonal, Full-Time

Reports to: Patron Services Manager

TRACK A

Start Date: May 20, 2024

End Date: September 1, 2024

TRACK B

Start Date: May 20, 2024

End Date: August 25, 2024

Housing: Shared Room, shared kitchen and bath in company housing

Compensation: \$450 - \$500 per week + overtime, housing included

Overview:

Weston Theater Company (WTC) is designed to be a collaborative organization; employees forge interdepartmental relationships and contribute to a positive and supportive workplace through teamwork, flexibility, and goal-oriented cooperation. The successful candidate will be passionate and engaged in their area of expertise and will also demonstrate a willingness to help other departments if needed to fulfill WTC's mission: to create theater to engage, entertain, and inspire our ever-expanding community.

Weston Theater Company is located in rural southern Vermont. Having an appreciation for nature and a quiet small-town vibe for the summer is essential. What we lack in population density, public transportation, and urban conveniences is offset by the beauty of 400,000 acres of national forests, lakes, quintessential general stores, and caring community.

Responsibilities include, but are not limited to:

- Provide excellent customer service to patrons over the phone and at the box office;
- Accurately process box office transactions including:
 - Ticket and subscription sales, exchanges, and refunds
 - Gift card redemption and sales
 - Gift certificate redemption
 - Merchandise and concession sales and inventory
- Daily and weekly tasks to maintain the efficiency and organization of the box office, sales department, and patron information, including:
 - Reviewing daily ticket, merchandise, and concessions deposits for accuracy;
 - Handle escalated or sensitive customer requests and/or complaints;
 - Understand and enforce Weston's Covid-19 protocols if needed when interacting with patrons;
 - Present and maintain a welcoming and safe environment for patrons;
 - Ensure the proper tracking of complimentary and discounted tickets;
 - Run various box office and daily sales reports;

WESTON

T H E A T E R C O M P A N Y

- Work the box office during daytime hours and through the intermission of evening performances;
- Rotating House Manager Shifts will be added based on a 40-hour work week;
- Be on site for performances of outdoor TYA show;
- Assist patrons with seating for general admission events;
- Liaise with House Managers, volunteer ushers;
- Contribute to the organization and efficiency of the physical box office locations;
- Responsibly manage patron payments; confirm daily cash amounts;
- Assist in the upkeep, cleanup, and maintenance of work areas and equipment;
- Provide support for special events or company projects as needed.

PREFERRED REQUIREMENTS:

- Interest in customer/audience services, special events, and theater productions;
- Experience with Patron Manager and other CRM tools is a plus;
- Collaborative and consistent work ethic with the ability to maintain and exude pleasant, calm demeanor under intense schedules, workloads, and other personalities;
- Must enjoy working with people and be interested in hospitality and community relations;
- Excellent decision-making skills;
- Excellent interpersonal, organizational, collaborative, and communication skills;
- Experience in leadership positions and/or working with volunteers;
- Computer literacy with emphasis on Office 365 preferred;
- Ability to work irregular schedules, including nights, with a positive attitude;
- Ability to work well under stress;
- At least 18 years of age;
- Ability to thrive in a rural area with limited cell phone reception.

Weston Theater Company is proud to be an Equal Opportunity Employer. We strongly encourage applicants from historically marginalized communities. WTC recognizes that historic institutional practices have led to an exclusionary and harmful environment for members of these communities, and is actively working to become a more diverse, anti-racist, inclusive organization. We acknowledge and welcome the complexity of the work ahead.

Full vaccinations for staff, creative team, and artists are mandatory for employment, as is adherence to all COVID-19 safety protocols. Proof of vaccination will be required upon first day of work.

To apply, send cover letter, resume, and three references to hire@westontheater.org. Please put "Box Office Assistant Manager Track A" or "Track B" in the subject line.