

Box Office Associate

TheaterWorks Hartford, a non-profit, professional theater, in downtown Hartford, CT. We are seeking a part-time team member to fill the position of Box Office Associate. Position will be 20 hours per week with the potential for additional hours for performance shifts. Work is in-person, Monday through Friday, 10AM to 2PM.

Viable candidates should be detail-oriented with excellent time management and organizational skills. The Box Office Associate must be comfortable working face-to-face with the public and be able to problem solve under pressure.

Viable candidates should have a minimum 3 years of experience in a customer service position. Candidates must be Mac proficient with strong skills in Word and Excel. Knowledge of Patron Manager or another CRM system a must. Previous theater experience preferred. Bi-lingual in English & Spanish speaking a plus.

Primary Responsibilities:

- Provide excellent customer service
- Complete ticket and subscription orders through our ticketing system (Patron Manager) including fulfilling ticket exchange requests, purchases and refunds
- Process donations in Patron Manager
- Prepare show time box office for performances by printing tickets, printing door lists and double checking will call for accuracy
- Manage interns
- Other tasks as assigned

Other Requirements:

- Candidates should have reliable transportation
- Take pride in their work
- Function independently while operating effectively within a team
- Ability to work in a fast-paced, fun environment with patience, flexibility, a positive attitude

Salary Range \$15-\$17 per hour.

Please email cover letter, resume and references to the attention of Joshua Demers at info@theaterworkshartford.org. Email subject line should read "Box Office Associate Search". TheaterWorks Hartford is an Equal Opportunity Employer. BIPOC candidates strongly encouraged to apply.