

GUS MENARY
Artistic Director

KAYTI BARNETT-O'BRIEN
Managing Director

Position Title: Box Office Associate
Hours: Part-time, seasonal, 10-30 hrs/week
Reports To: Patron Services Manager
Compensation: \$17.00/hour

Book-It Repertory Theatre is seeking Box Office staff to provide a high-level of customer service and clear communications with Book-It patrons. The Box Office Associate represents Book-It Repertory Theatre to patrons, both over the telephone and in person, selling single tickets and subscriptions. The Box Office Associate pays particular attention to individuals and is responsible for maintaining the most accurate Patron Manager records for Book-It Repertory Theatre patrons. Book-It is an anti-racist organization that values equity, diversity, inclusion, and a focus on relationships, interactions, and work that promotes justice. Book-It values accountability, follow-through, compassion, enthusiasm, professionalism, and resourcefulness.

All staff, artists, volunteers, and patrons are required to provide proof of COVID-19 vaccination prior to attendance. Duties will be performed at the Center Theatre in the Seattle Center Armory. Occasional alternate venues may be required.

Principle Duties and Responsibilities:

- Answer incoming telephone calls to professionally respond to inquiries and requests for information.
- Sell subscriptions and singles tickets, guiding patrons as needed, via all outlets: phone, mail, website, box office window.
- Provide accurate data entry and patron account maintenance in the Patron Manager, including qualification of orders and watching for duplications.
- Communicate clearly to fellow Box Office Associates and Patron Services Manager the status of orders and tasks for each shift.
- Maintain familiarity with current Book-It specials, programs, funding opportunities, events, and community calendars.
- Execute personalized customer correspondence and communication including, but not limited to, handwritten notes and phone calls to patrons.
- Provide excellent customer service to day-of-show guests.
- With Patron Services Manager, ensure that all ticketed events and packages are accurately set up in a timely fashion, using Book-It and Patron Manager best practices and in coordination with Marketing and Communications Department's approved language and formatting.
- Pay special attention to individual customer questions, needs, and concerns and communicate those needs and recommendations for solutions to Patron Services Manager and Marketing and Communications Director.

- Contribute to general marketing campaigns, with the department, as needed.
- Other related duties as assigned.

Qualifications and Skills:

- Certification and training in COVID compliance is required before the start of work. This training will be facilitated by Book-It if not already completed.
- Ability to maintain calm and focused under pressure.
- Experience with customer service.
- Familiarity with theatre box office best practices and vocabulary.
- Experience with ticketing systems (Patron Manager) or SalesForce a plus.
- Proficient with Microsoft Office.
- Attention to detail.
- Excellent verbal and written communication skills.
- Strong discretion and respect for maintaining confidentiality.
- Strong critical thinking skills and demonstrated sound judgment.

Physical Requirements for This Position

- Ability to lift 25 pounds
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- While performing duties of this job, the employee is frequently required to walk, stand, sit, and talk or hear. Hands are often needed to finger, grasp, handle, feel or operate small objects or controls.
- Hand-eye coordination capabilities necessary to operate computers
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

Compensation

- \$17.00 an hour

Schedule & Location

The Box Office Associate is a part-time, seasonal position for the period of January 10-July 3, 2022. They will be located in the Center Theatre box office at the Armory at Seattle Center.

To Apply

E-mail a resume to Patron Services Manager Alejandra Guzman-Dyrseth at alyg@book-it.org with "Box Office Associate" in the subject line. Position is open until filled.

Book-It Repertory Theatre is committed to supporting a diverse work force and does not discriminate in employment based on race, color, religion, sex, age or national origin. Qualified applicants are considered for all positions without regard to age, marital status, sexual orientation, or the presence of a non-job-related medical condition or handicap.

ABOUT BOOK-IT REPERTORY THEATRE: www.book-it.org

Our Mission: Book-It Repertory Theatre is a non-profit organization dedicated to transforming great literature into great theatre, through simple and sensitive production, and to inspiring its audiences to read. Founded in Seattle in 1990, Book-It Repertory Theatre believes that reading and literacy are fundamental rights and keys to success. Book-It creates world-premiere adaptations of classic and contemporary literature for the stage. Book-It serves approximately 20,000 patrons through its main stage 4- or 5-play production season, and 55,000 young people throughout Washington with our arts education programs.

