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(724)745-6300

<b>Job title</b>	<i>Box Office Associate</i>
<b>Reports to</b>	<i>Managing Director</i>

### **Job purpose**

- Box Office Associates are responsible for maintaining all aspects of ticketing operations for Little Lake Theatre (LLT).

### **Duties and responsibilities**

- **Serve as the primary touchpoint for all LLT patrons, providing excellent customer service via phone, email, and in person. This includes monitoring general inquiry accounts for LLT and directing messages to the appropriate staff.**
- **Processing all ticket orders received via mail, phone, online, or in person. Primary task areas will include**
  - **Fulfilling subscription tickets, single tickets, group tickets, comp tickets, gift certificates, and ticket exchanges**
  - **Maintaining seating charts for all MainStage productions, in addition to Looking Glass Theatre, Fall Family Matinee, and any other special productions or performances as required.**
  - **Printing and racking tickets for all productions**
  - **Creating house lists for the Managing Director (MD) as requested.**
  - **Handling cash, credit cards, and checks for ticket purchases, following bank procedures as directed by the MD.**
- **Maintaining ticketing records for all patrons and productions, both in hard copy (subscription binders, etc) and digitally in LLT's Artfully database, and any other digital formats or databases as assigned by the MD. Tasks include**
  - **Creating and organizing hard copy records as needed**
  - **Digitalizing hard copy records as requested**
  - **Data entry/account maintenance/identifying potential duplicate accounts**
  - **Occasional ticketing setup adjustments as requested in LLT's Artfully database; the MD will be the primary staff member for setup and design work in Artfully and any other databases.**
- **Coordinating seating arrangements with LLT's Apprentices for performances.**
- **Maintaining LLT's lost & found, including packaging items for donation periodically.**
- **Maintaining general office and ticket supplies, and informing the MD when supply orders are required. The MD will order all supplies for the Box Office.**
- **Assisting in the end of season shut down in December by packing up all box office materials and equipment.**

- **Working box office shifts as assigned by the MD; work schedules will be set according to the theatre schedule. Primary shifts will be during the standard work week (Tuesday-Saturday) and around the MainStage schedule; shifts for Looking Glass Theatre & Fall Family Matinees will be addressed on a seasonal basis.**
- **Attending staff meetings as communicated by the MD.**
- **All other duties as assigned.**

### **Qualifications**

Qualifications include:

- Previous experience (1 year) in sales/customer service required; performing arts box office experience preferred but not required.
- Must provide the approved necessary clearances
- Basic computer skills, including fluency in Microsoft Office products (Word, Excel); experience with ticketing software preferred but not required.
- The ability to have a flexible schedule; work schedules may not necessarily be consistent from week to week
- Ability to lift up to 25 pounds on occasion

### **Direct reports**

Box Office Associates report directly to the Managing Director. If the Managing Director is not available, the Artistic Director will act in the MD's place as necessary and has full reciprocal decision-making authority.