



**POSITION:** Box Office Lead

**REPORTS TO:** Box Office Supervisor and Audience Experience Manager

**GENERAL DUTIES:** The Box Office Lead provides excellent customer service to the Colonial's ticket buyers, members, and audiences. This position also provides effective oversight of the day-to-day operations of the Box Office and Attendants. When the Box Office Supervisor is not present, this position is the "Manager on Duty."

**RESPONSIBILITIES:**

- Sell tickets and memberships over the phone and in person
- Open and close the Box Office, as well as the building, for all scheduled shifts
- Assist in training new staff for Box Office positions
- Possess familiarity of theatre's performance schedule and programming, as well as membership levels and benefits
- Prepare will-call and mail tickets for distribution
- Provide Production Department with event map and audience needs prior to each show
- Summarize the day's sales through established financial reconciliation procedures, troubleshoot discrepancies, and complete daily reports
- Assist with post-event/film sales reporting, as needed
- Provide support for Front of House Operations to ensure audience comfort and safety
- Accurately enforce The Colonial's protocols; both with the public and Box Office Staff
- Maintain a clear channel of communication with the Box Office Supervisor, and convey relevant questions, issues and concerns
- Other duties as assigned

**QUALIFICATIONS:** Must be at least 18 years of age. High school diploma or equivalent. Previous experience in the Arts or Box Office a plus. Candidate should have strong computer skills, be punctual, reliable, and detail oriented. References required.

Job Type: Part-time. This position requires evening and weekend hours.

Pay: \$14.00 per hour

**To Apply:** Interested candidates should submit their cover letter and resume to [admin@thecolonial.org](mailto:admin@thecolonial.org), please note the job title in the subject line.