



Box Office & Concessions Associate

Job Description:

The Box Office & Concessions Associate (BOCA) position is a part-time, non-exempt position, which reports to and works in tandem with the Box Office Manager (BOM) and Assistant Box Office Manager (ABOM).

The BOCA will operate the computer ticketing system, accurately processing ticket orders received across all available platforms, including telephone, internet, snail mail, and the ticket window. The BOCA will also staff the limited concessions/bar area, retaining related tips.

Position schedule will be determined by the season's calendar and distributed monthly, with approximately 15-35 hours weekly work hours needed.

Essential Duties & Responsibilities:

- Remains knowledgeable and accurately informed of all Organizational productions, memberships, offerings, and special events
- Provides white glove customer service, ensuring patrons and guests receive professional, sincere, effective, and efficient service at all times and without exception
- Sells and processes tickets across all available platforms
- Prepares tickets for 'will call' patron pick-up
- Operates bar/concessions stand, including preparing, serving, and stocking inventory
- Maintains clear and organized working spaces, including the box office and bar/concessions stand
- Assists with miscellaneous projects, as assigned
- Safeguards and maintains sensitive financial and demographic patron information, prioritizing confidentiality and utmost discretion
- Performs other administrative duties, as assigned by Theatre management

Qualifications & Requirements:

- High school diploma or general equivalency degree (GED) from an accredited institution required
- Experience with customer service, specifically retail and/or CRM-related software
- Experience with proper cash and credit card handling practices
- Exceptional customer service skills, including telephone etiquette
- Ability to work well under pressure, while maintaining professional poise with staff and the public
- Ability to work independently and multitask
- Possess superb attention to detail
- Ability to communicate in a clear, professional and patient manner with all customers
- Flexible schedule for evening, weekend and holidays, as required
- Experience with bartending and/or food service preferred
- Ability to lift up to 15 pounds

Hourly Pay:

\$16 per hour, plus opportunity for tips

To apply, please e-mail cover letter and resume to our Box Office Manager, Mark Sullivan, at msullivan@palmbeachdramaworks.org by October 1, 2023; must include **"Box Office Associate"** in the e-mail subject line. No snail mail nor phone calls, please.