

POSITION: Box Office Coordinator

REPORTS TO: Box Office Manager

JOB TYPE: Part-Time (Up to 30 hours/week)

SALARY RANGE: Starting at \$15/hour (commensurate with experience)

JOB OVERVIEW:

The Coterie, a non-profit organization, established in 1979, with the mission of providing professional classic and contemporary theatre which challenges audience and artist is in search of a talented and friendly individual to serve as an ambassador of our theater. Our Box Office Coordinator will support and uplift the Coterie's mission, vision, and values, and demonstrate a dedication to the principles of Inclusion, Diversity, Equity and Anti-racism (IDEA) work.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES:

Primary Duties and Responsibilities

- Provide excellent customer service in all patron interactions
- Answer incoming calls, assist walk-up patrons, respond to emails, and process snail mail
- Process group reservations, including Arts Partners requests and oversee payment collections for group orders
- Sell, exchange, and redeem single and season tickets for all performances
- Assist patrons with questions, accessibility needs and/or ticketing issues
- Provide concierge phone calls and emails to season ticket holders and group leaders, and as needed
- Maintain current knowledge of subscription package and benefits
- Follow proper procedures in the handling of cash, check, and credit card transactions
- Maintain patron records: cleaning up entries, adding and removing names, addresses, phone numbers, and email
- Read season productions, and attend at least one dress rehearsal or preview performance for every production to familiarize yourself with production for sales purposes
- Process donation pass requests for local schools or other not-for-profit organizations hosting fundraising events
- Coordinate and book Project Daylight (Coterie's teen mental illness program)
- Process bus subsidy requests
- Provide support and assistance for marketing projects as needed
- Perform other duties, as assigned

Qualifications:

- Friendly personality and the ability to perform in a small, team environment, while working independently
- Commitment to the highest standards of customer service
- Organizational and time-management skills, with the ability to multi-task, plan and prioritize work-flow, and meet deadlines
- Professional demeanor while working under pressure with the ability to remain calm and collected
- Flexibility and willingness to adapt to changing policies and procedures
- Proficiency in Microsoft Word, Excel and Outlook (Office 365)
- Technology savvy and interested in learning new software.
- Experience with ticketing software. AudienceView Professional (OvationTix) is a plus!
- Excellent verbal and telephone etiquette, communication, and interpersonal skills

- Background in performing arts and/or non-profit organizations a plus
- Previous customer service experience preferred
- Organized and honest fiscal management
- Able to solve problems, set priorities, and take initiative
- Some evening and weekend availability required
- Will require proof of COVID-19 Vaccination upon hire

Schedule:

- Monday to Friday when there are no performances
- Days and shifts vary when there are performances. Some weekends and evenings required

Education:

- High school or equivalent
- Associate's degree (Preferred)

Experience:

- Customer Service: 2 years (Preferred)

Please submit a resume and cover letter to jspatz@coterietheatre.org

Video cover letters are also accepted.

NO PHONE CALLS PLEASE

The Coterie is an Equal Opportunity Employer