

Box Office Associate

San Francisco Playhouse is the second-largest nonprofit theatre company in San Francisco. We are powered by a team of energetic and innovative theatre lovers. Founded in 2003 as a 501(c)3 not-for-profit theatre company, our programming includes a six-play mainstage season and a new works program, plus a Rising Star Education Program for high school students. Refer to our website, sfplayhouse.org, for more information on our company.

We are seeking a dedicated, dynamic and experienced Box Office Associate who will serve as a primary contact with single ticket patrons, longtime subscribers, and loyal donors. This position will report to the Box Office Manager.

Job type: Part-Time (in person), Hourly, Non-Exempt

Compensation:

- \$21-\$25 per hour
- Benefits:
 - Paid Sick Leave (per state and local ordinances)
 - Pre-Tax Commuter Benefits
 - Complimentary tickets
 - Employee discount code

Hours: The Box Office is open Tuesday - Sunday from 1pm to 8pm. We're prioritizing applicates available Thursdays – Sundays. Hours will vary.

Start Date: ASAP

Key Responsibilities as Box Office Associate:

- Report to the Box Office Manager when on shift.
- Respond to voicemails and manage e-mail list efficiently.
- Answer the phone when working during phone hours.
- Professional language and grammar in email correspondence
- Assist all walk-ups to the Box Office, including single ticket purchases, subscription exchanges, and other inquiries.
- Assist in keeping Box Office clean and organized.
- Print, organize and hand out tickets at will-call before the show.
- Create and email nightly reports.
- Support the Front of House teams by ensuring the box office lobby is tidy and marketing materials properly displayed.
- Ensure signage in the hotel lobby is replaced in a timely manner.
- Other tasks to be assigned.

Qualifications:

- In-person customer service experience **required**
- Reliable evening and weekend availability **required**
- Background in Theatre Arts and/or Nonprofit Organizations
- Computer savvy; Excel, Dropbox, Virtual Box Office, etc.

- Ability to lift 20-50 lbs, use stairs, and remain standing for 2 hours at a time
- Must be a flexible team player who can think on their feet
- If you can have fun at work while maintaining a professional, positive attitude, you are the person for us!