

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), Weekends required, Hourly, Non-Exempt

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

Compensation:

- \$21-\$25 per hour (depending on experience)

Benefits:

- Paid Sick Leave (per state and local ordinances)
- Pre-Tax Commuter Benefits
- Complimentary tickets
- Employee discount code

Start Date: October 2025

Key Responsibilities as Box Office Associate:

- 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.
- 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 donations are completed and properly inputted in a timely manner.
- Ensure subscribers receive preferred seating/tickets during renewal periods
- Other tasks to be assigned.

Qualifications:

- 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!