

## HORIZON THEATRE COMPANY

Box Office Associate (Part Time)

**Horizon Theatre Company is hiring part-time Box Office Associates – seeking outgoing, detail-oriented people with flexible daytime, evening and weekend availability, primarily Tuesday-Sunday.** Box Office Associates may expect to work between 1 to 4 shifts per week during our regular season (January-October) and up to double the shifts during our holiday season (November-December). Please note that Horizon Theatre has performances on Thanksgiving Eve, Christmas Eve, New Year's Eve and New Year's Day. All Horizon staff are expected to work two of these performances. **Horizon Theatre Company requires all staff to be vaccinated, and to be able to provide proof of COVID-19 vaccination.**

Pay is \$12 per hour. Positions are available starting immediately. This position offers two (2) complimentary tickets to each Horizon Theatre production.

### Primary Responsibilities

- Staffing daytime box office, evening & weekend performance box office shifts
- Selling tickets, processing exchanges, selling & renewing subscriptions using Tessitura CRM
- Processing ticket sales with comfortability communicating over the phone
- Assist with administrative tasks and projects as required

### Qualifications:

- Availability during daytime Box Office Hours: 12pm-5pm Tuesday-Saturday
- Demonstrate abilities in customer service, hospitality and problem solving skills
- Ability to cheerfully communicate with theatre patrons to provide a courteous and welcoming environment
- Ability to work effectively under pressure remaining flexible to new situations
- Ability to answer phone calls and make ticket sales over the phone
- Ability to distribute incoming phone calls as needed to other staff members
- Ability to follow oral and written instructions without supervision
- Experience with Google Doc, Sheets and Forms
- Experience with Microsoft Word and Excel
- Experience with Tessitura strongly desired, but not required

Horizon is committed to anti-racism in its programming, operations, and practices and to a diverse, inclusive, and equitable work environment. Members of underrepresented groups, including Black, Indigenous, and people of color, are encouraged to apply.

Horizon Theatre Company requires all staff to be vaccinated, and to be able to provide proof of COVID-19 vaccination.

Please email a cover letter, resume, and 3 references to Ciara Auten, Patron Services Manager at [boxoffice@horizontheatre.com](mailto:boxoffice@horizontheatre.com)