



Position: Box Office Specialist

Location: Woodland Opera House

Employment Type: Part-Time

Salary: \$20-23/hour

Start Date: Immediately

About Us:

The Woodland Opera House is a dynamic, community-focused theatre company dedicated to producing impactful performances that engage and inspire audiences. As a cornerstone of the local arts scene, we foster creativity, inclusivity, and a passion for live performance. We are seeking a detail-oriented, friendly, and customer-focused Box Office Specialist to join our team and provide exceptional service to our patrons.

Position Overview:

The Box Office Specialist plays a critical role in the daily operations of our theatre's box office, acting as the first point of contact for customers. The ideal candidate will have excellent communication skills, an affinity for customer service, and a passion for the performing arts. This role involves assisting patrons with ticket purchases, managing reservations, and ensuring a smooth, positive experience for everyone who interacts with our box office.

Key Responsibilities:

- **Customer Service:** Provide top-notch customer service to theatre patrons in person, over the phone, and via email. Address inquiries about show times, ticket availability, and other related services.
- **Ticket Sales & Reservations:** Sell tickets in person, over the phone, and via online platforms, handle transactions, and assist with group sales, subscriptions, and special events.
- **Box Office Management:** Accurately process payments, issue tickets, and maintain organized records of sales and patron information.
- **Show Preparation:** Assist with pre-show preparation, including printing tickets, preparing will-call, and ensuring all necessary documentation and materials are ready for each performance.
- **Event Coordination Support:** Work closely with the front-of-house team to ensure smooth transitions between shows and help with seating assignments as needed.

- **Database & Reporting:** Maintain accurate patron records and assist with generating sales reports, tracking ticket inventory, and providing feedback on trends and sales patterns.
- **Problem-Solving:** Handle customer complaints and concerns professionally, ensuring that every patron leaves with a positive experience.
- **Monitor and Maintain Theatre Supplies:** Assist with tracking and maintaining the inventory of theatre supplies (e.g., office materials, promotional materials, and box office equipment). Ensure supplies are well-stocked and in good working order.

Qualifications:

- High school diploma or equivalent
- Previous experience in customer service, hospitality, or ticket sales (theatre or arts experience a plus).
- Excellent verbal and written communication skills, with a strong ability to engage in conversations over the phone.
- Detail-oriented with excellent organizational skills and ability to multitask.
- Comfortable working with ticketing software and other office technology (training provided on specific systems used).
- Positive and professional demeanor during customer interactions, even in challenging situations.
- Ability to work flexible hours, including evenings and weekends, as required by show schedules.
- Passion for the arts and a love of live theatre.
- Familiarity with front-of-house operations in a live performance venue.
- Previous experience managing or tracking inventory.

Benefits:

- Complimentary tickets to performances.
- Opportunities for professional development and growth within the company.
- Fun, collaborative, and creative work environment.

How to Apply:

Please submit your resume, along with a cover letter outlining your qualifications and interest in the position to m.cunha@woodlandoperahouse.org. In your cover letter, feel free to tell us about your favorite theatre production or performance.

The Woodland Opera House is an equal opportunity employer. We encourage candidates from all backgrounds and identities to apply.