

Writers Theatre

POSITION: **Box Office Associate**

LOCATION: Glencoe, IL (In person only)

DEPARTMENT: Box Office

REPORTS TO: Associate Director of Ticketing Services

CLASSIFICATION: Part Time – hours fluctuate based on performance schedule, can be flexible

SALARY: \$15.80/hour

Job Title:

Box Office Associate

About Writers Theatre:

Writers Theatre (WT) is a nationally recognized, award-winning theater company located on Chicago's North Shore, acclaimed for its intimate productions, bold new work, and exceptional artistry. With a commitment to telling powerful stories and serving as a cultural anchor in our community, we strive to create transformative experiences both on and off the stage. With an annual operating budget of \$6.5 Million, the theatre, now in its 34th season, is a major Chicagoland cultural destination with a national reputation for excellence, being called "America's finest regional theater company" by The Wall Street Journal. Under the leadership of Executive Director Kathryn M. Lipuma and Alexandra C. and John D. Nichols Artistic Director Braden Abraham, the company is charting a path forward for its future.

Job Summary:

Reporting to the Associate Director of Ticketing Services and under the direction of the Box Office Manager, the Box Office Associate will assist in the daily operations of the Box Office including processing transactions and providing exemplary customer service.

Primary Duties and Responsibilities:

- Answering phone calls and emails.
- Processing ticket sales, exchanges, and season subscriptions.
- Assisting patrons with navigating the Writers Theatre website and digital ticket wallet.
- Serving as a will call agent for performances, ensuring a smooth and efficient pre-show experience.
- Assisting patrons with questions, accessibility needs and/or ticketing issues.
- Performing other duties as assigned.

Qualifications:

- Friendly personality and the ability to work as part of a team.
- Organizational and time-management skills, with the ability to multi-task.
- Professional demeanor while working under pressure with the ability to remain calm and collected.
- Flexibility and willingness to adapt to changing policies and procedures.
- A combination of afternoon, evening and weekend availability is required.
- Proficiency in Microsoft Word, Excel and Outlook required.
- Experience with Tessitura or another event ticketing software is preferred.
- Previous customer service experience preferred.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To Apply:

WT is an equal opportunity employer, dedicated to creating and sustaining a diverse and inclusive organizational culture and promoting a safe, supportive, and collaborative work environment conducive to professional and personal growth. Applicants from populations underrepresented in the theater field are strongly encouraged to apply. All qualified applications will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, or veteran status.

Interested applicants should send a resume and 3 professional references to jobs@writerstheatre.org. Please include in the subject line of the email "Box Office Associate Application." No phone calls please.

Want to help us improve our hiring process? Please include where you found this job posting when you email us your materials.