

Box Office Associate Lead

The Public Theater is seeking a Box Office Associate Lead to join the Box Office Management team. As the Box Office Associate Lead, you will assist patrons with ticketing and purchasing needs for The Public, Joe's Pub, Free Shakespeare in the Park, and other constituents of any festivals hosted by The Public. You will act as a steward of The Public Theater to help convey the theater and all our artistic program's season and the company's people and the interested public. The BOAL understands and ensures the highest level of guest satisfaction to our guests, supporters, partners, corporate or foundation donors, community members, and any other member of the public they may encounter, based on The Public Theater Policies and Procedures Handbook.

Responsibilities

- Greet and serve the guest in a positive, supportive, friendly, and polite manner
- Answer phone calls, emails, in-person, web/ SMS chat inquiries about The Public, programs, and special events
- Manage future order processing and ticket fulfillment
- Occasionally assist the Call Center with inbound phone sales and queries on programming, special events, etc
- Perform administrative tasks such as mailings, notify guests of changes to performance schedules, and data entry and maintenance
- Lead the daily Box Office functions and management when necessary
- Partner with the Box Office Management team to monitor sales
- Assist with printing will-call tickets prior to showtime
- Manager guest's concerns on behalf of The Public Theater and ensuring each guest receives a timely response
- Perform other duties as assigned, including staff supervision and leadership

Qualifications

- High school diploma, GED, or other equivalents
- Prior Box Office experience is required
- Strong communication skills, capable of determining how best to reach different audiences
- Ability to understand diverse perspectives and acknowledge the significance of fostering an inclusive environment
- Ability to provide leadership, engage in positive interaction with staff and guests, prioritize, organize, motivate staff, problem solve, delegate, follow-up, communicate and diffuse possibly volatile situations with tact
- Ability to communicate respectfully with diplomacy across all levels of business is essential
- Excellent oral and written communication skills
- Proficiency with Microsoft Office applications (Outlook, Excel, Word, etc.)
- Knowledge of Tessitura or other ticketing platforms is preferred
- Bilingual applicants are encouraged to apply
- Experience with credit card and cash transactions
- Ability to work evening and weekend hours, based on the needs of daily business operations
- Flexible schedule- ability to work assigned box office hours and showtimes

COVID/ Vaccine

As a condition of employment, The Public will require all who report to work on site (either at The Public Theater or any other workspace or performing location) to receive the COVID-19 vaccine.

This is a non-exempt full-time position, according to the Fair Labor Standards Act. Starting salary is \$38,000 and benefits such as paid time off, insurance plans, and possible pension after 5 years vesture.

Please visit thepublic.nyc/ptboal to apply.

The Public

The Public is theater of, by, and for the people. Artist-driven, radically inclusive, and fundamentally democratic, The Public continues the work of its visionary founder Joe Papp as a civic institution engaging, both on-stage and off, with some of the most important ideas and social issues of today. Conceived over 60 years ago as one of the nation's first nonprofit theaters, The Public has long operated on the principles that theater is an essential cultural force and that art and culture belong to everyone.

Under the leadership of Artistic Director Oskar Eustis and Executive Director Patrick Willingham, The Public's wide breadth of programming includes an annual season of new work at its landmark home at Astor Place, Free Shakespeare in the Park at the Delacorte Theater in Central Park, The Mobile Unit touring throughout New York City's five boroughs, Public Forum, Under the Radar, Public Studio, Public Works, Public Shakespeare Initiative, and Joe's Pub. Since premiering HAIR in 1967, The Public continues to create the canon of American theater and is currently represented on Broadway by the Tony Award-winning musical Hamilton by Lin-Manuel Miranda and John Leguizamo's Latin History for Morons. Their programs and productions can also be seen regionally across the country and around the world. The Public has received 59 Tony Awards, 169 Obie Awards, 53 Drama Desk Awards, 54 Lortel Awards, 32 Outer Critic Circle Awards, 13 New York Drama Desk Awards, and 6 Pulitzer Prizes.