



425 Lafayette Street  
New York, NY 10003

**TITLE:** Box Office Associate

**EMPLOYMENT TYPE:** Part-time

**Department:** Box Office/Audience Services

**Reports to:** Box Office Management

### **SUMMARY**

The Box Office Associate (BSA) is responsible for assisting patrons with all ticketing and purchase needs of The Public Theater, Joe's Pub, and Free Shakespeare in the Park, as well as constituents of any festivals, hosted at The Public or constituents of organizations that are co-producing work at The Public. Possessing strong customer services skills, the BSA serves patrons efficiently, accurately, and politely at all contact points. The BSA acts as a steward of The Public Theater and helps convey The Public and all our artistic program's season and the company's mission to people and the interested public. The BSA 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**

- Works during assigned box office hours and showtimes, selling tickets, answering in-person queries, and servicing internal and external customers.
- Greets and serves all guests in a positive, supportive, friendly, and polite manner
- Future order processing and ticket fulfillment.
- Answering in-person, emailed, web chat, SMS chat queries about our programming, special events, facilities, and website as needed.
- Occasionally assisting our call center with inbound phone sales and queries about our programming, special events, facilities, and website.
- Performing administrative duties, including mailings, notifying guests of changes to performance schedules, and data entry/cleanup.
- Staying up to date on our donor programs, benefits, promotions, and programming at all Public Theater venues and company policies and procedures.

- Works with Box Office Management to monitor sales.
- Manages guest's concerns on behalf of The Public Theater, assuring each guest a timely and thoughtful response and escalates complaints or concerns to other box office staff when necessary.
- Assists with printing will call tickets prior to showtime.
- Performs other duties as assigned.

## REQUIREMENTS

- High school diploma, GED, or other equivalents.
- Demonstrated customer service skills or work history.
- Ability to understand diverse perspectives and acknowledge the significance of differences and complexities in background, cultures, values, and viewpoints as the foundation for an inclusive environment.
- Ability to sit or stand for long periods of time using a desktop computer.
- Excellent communication skills.
- Ability to achieve thoroughness and accuracy while multitasking.
- Demonstrated ability to listen, elicit information efficiently, comprehend, and resolve complex customer service requests.
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, positivity, empathy, and courteousness.
- Experience with credit card and cash transactions.
- Previous Box Office experience preferred, but not required.
- Knowledge of/experience with Tessitura or other ticketing platforms preferred, but not required.
- Bilingual applicants are greatly encouraged to apply
- Ability to work varied shifts, including evenings, weekends, and holidays

## WHAT YOU SHOULD KNOW

The Public is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. 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, age, or veteran status. Applicants from populations underrepresented in the theater field are strongly encouraged to apply.

**As a condition of employment, the Public will require all employees who report to work on-site (either at the Public Theater or any other workspace or performing location) to receive the COVID-19 vaccine.** The Public will provide exceptions only for employees with an approved medical or religious exemption.

This is a non-exempt part-time position, according to the Fair Labor Standards Act. Hourly pay starting and \$20/hr., and staff may see increases of up to \$22/hr. based on company training and certifications. Benefits such as paid time off, insurance plans, and retirement plans are not offered for this position, but holiday and overtime pay are available and paid at time and a half.

This position is available immediately, please visit [thepublic.nyc/ptboa](http://thepublic.nyc/ptboa)

## ABOUT 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.