



BOX OFFICE ASSOCIATE

ABOUT TRIAD STAGE

A professional regional theater based in Greensboro, NC, Triad Stage celebrates diverse voices, perspectives, and lived experiences through the arts. We have recently redefined and restructured our organization and programming with a renewed purpose and commitment to anti-racism and to community standards that shape our work. We celebrate new work, amplify community voices, and share the stories of our changing region. We value our partnerships with arts organizations, university partners, and local businesses. For 20 years, Triad Stage has been known for groundbreaking productions in our downtown facility that includes a 299-seat thrust and an 80-seat flexible cabaret space.

JOB DESCRIPTION

Box Office Associates are responsible for selling and processing all ticket sales through ProVenue, including single tickets, season passes, and exchanges. This position supports the Box Office team in efforts including inbound and outbound phone calls, will call operations, email correspondence, and maintaining the highest level of customer service by corresponding with patrons in a timely manner and trouble-shooting ticket issues. Box Office Associates have the ability to converse about Triad Stage MainStage productions, events, initiatives, and rentals to enhance sales and community relations. Available shifts include daytime and production shifts.

DUTIES AND RESPONSIBILITIES

The responsibilities of this position include, but are not limited to:

- Provides an excellent patron experience at all performances
- Assist in resolving all ticketing issues and manage complimentary ticket requests, group sales, promo codes and discounts, Good Anytime Passes, gift certificates, and Season Pass sales
- Assist in managing incoming and outgoing mailings, including tickets and Season Pass packets
- Answer phones and manage the Box Office voicemail system
- Execute regular financial deposits and credit card disbursements
- Resolve patron complaints in a respectful and timely manner
- May serve as Manager-On-Duty during production shifts, which may involve supervising other box office associates and coordinating smooth front-of-house operations with house management and bar staff
- Assists in maintenance of ticket-scanning equipment, hearing impaired devices, and walkie-talkies for communicating with stage manager, box office staff, and bartenders
- Assists in maintaining the appearance of the lobby and all public areas; communicates with House Manager and Box Office Manager as necessary to ensure a clean and safe environment
- Assists in enforcement of audience-side COVID-19 protections

- Assists House Manager in emergency situations, including fire alarm and inclement weather warnings
- Assist bar staff during intermission when necessary (must have participated in ServSafe Alcohol Training)
- Prepares End of Day, post-show, and other financial reports
- Other duties as assigned

EXPERIENCE AND QUALIFICATIONS

The ideal candidate will have experience with customer service, the ability to work with the public and communicate the Triad Stage mission and brand. Knowledge of ticketing software, Provenue, is preferable. Must have knowledge of and commitment to the [workforce DEIA experience](#) and adhere to our Anti-Racism and Community Standards. Must attend company training sessions as needed. Must participate in the company's COVID-19 protocols.

COMPENSATION

PT, \$15-20/hour

TO APPLY

Triad Stage is an equal opportunity employer and invites applications from a diverse pool of candidates regardless of race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or sexual orientation.

Please submit a cover letter and resume to jobs@triadstage.org with the candidate's name and "Box Office Search" in the subject line.