

## **Embassy Theatre Foundation, Inc. Job Description**

**Job title:** Box Office Coordinator  
**Reports to:** Box Office Manager  
**Classification:** Non-exempt, Full-time  
**Salary range:** Starting at \$16 per hour; negotiable, based on experience

### **Essential Functions:**

Working in one of the busiest areas of the building, this position is responsible for handling sales of tickets in person, greeting and directing patrons, general customer service and various administrative tasks.

### **Duties and responsibilities:**

- Works in the box office on all performance days processing patron ticket sales and handling Will Call tickets.
- Manages a large volume of phone calls.
- Provides amazing customer service in providing patrons with information about performances and ticket pricing.
- Manages cash drawer, assists with closing out, balancing and completing end of day reports.
- Keeps box office service area secure, organized and clean at all times.
- Oversees box office as first contact/reception area for patrons, visitors, vendors.
- Assists at will-call window and in the box office for theater performances and events.
- Performs and displays excellent customer service skills at all times.
- Processes mail and deliveries.
- Manages and maintains lost and found articles.
- Performs other duties and responsibilities as assigned.
- Adheres to the Embassy mission, which is to enrich the cultural life of the region by providing a wide range of arts and entertainment experiences in a historic venue, and to its values, which are stewardship, excellence and diversity, inclusion and community.

**Education and/or experience:** High school education, excellent attention to detail, good problem-solving skills. Previous box office experience preferred and experience with Ticketmaster or Archtics a plus. Must have a demonstrated history of dependability and punctuality, be able to work with a team as well as independently and able to handle multiple tasks.

**Hours:** Full time is based on 35 hours per work week, with flexibility to accommodate weekend and evening work hours.

**Compensation:** Wages are commensurate with experience. The Embassy offers a benefits package that includes a flexible work environment; 403(b) retirement plan; mental health EAP; and paid vacation and sick days.

The Embassy Theatre is an Equal Opportunity Employer.