



**Near West Theatre**  
**Office Coordinator/Box Office Manager**  
Job Description and Background

**POSITION SUMMARY:** The Office Coordinator/Box Office Manager is a member of the business team that supports and carries out Near West Theatre’s mission both behind the scenes and in public. The Office Coordinator handles phone and reception duties and certain general office assignments. The Box Office Manager is in charge of daily box office operations and manages the Box Office for performances. As a team member, this position contributes to other work and special projects as assigned.

**ORGANIZATIONAL BACKGROUND:** Based on the Near West Side of Cleveland, Ohio, Near West Theatre has a unique identity as an intergenerational theatre where people of all ages work side by side, onstage and off. It prides itself on providing innovative, socially relevant musicals with casts of 35 to 65 people while maintaining affordable ticket prices so as to encourage audiences from all backgrounds.

Through its intensive community-building process, Near West Theatre nurtures long-lasting relationships that carry on beyond the walls of the theater. This process involves participants in developing the capacity to express themselves freely, to take risks within a group, to identify feelings and observations, and to make connections between their own life experiences and emotions and those of the piece being produced.

Near West Theatre champions inclusion defined as “fostering an open and affirming environment; maintaining affordability; acknowledging disabilities and special needs; honoring differences in race, culture, economic background, ethnicity, sexual orientation, spirituality, age, skill, mental health, physical ability, experience, education, and size.” Participants of economic means are in relationship with those who are struggling to make ends meet. This intersection of difference is the heart of Near West Theatre.

Near West Theatre is professionally directed and designed. The technical elements of the production are then turned over to volunteers, many of them teens and young adults who receive training to work on backstage crews. It involves entire families and members of the community in the implementation of support activities with each production (concessions/gift shop sales, box office, and ushering). All actors at Near West Theatre are volunteers.

**MISSION:** Near West Theatre builds loving relationships and engages diverse people in strengthening their sense of identity, passion, and purpose, individually and in community, through transformational theatre arts experiences.

**VALUES:** Love, inclusion, integrity, creativity, activism, and continuity.

**HISTORY:** Near West Theatre was founded in 1978 as a summer youth theatre program in response to vandalism, violence and substance abuse by teenagers and to provide adults with a way to see young people as contributing members of the community. In 1983, it expanded its programming to include adults.

For 36 years, Near West Theatre rented the un-air-conditioned, inaccessible third floor ballroom of St Patrick's Club Building on the Near West Theatre side of Cleveland. In February, 2015, Near West Theatre completed the construction of a \$7.3 million, debt-free, 25,000 square foot theater and community center in the Gordon Square Arts District. Using a highly energy efficient design that incorporates elements of the European *Passivhaus* method and a full solar roof, Near West Theatre opened its new home to the community on February 28, 2015. In its new home, Near West Theatre has been able to increase its impact in the community, expand its programs previously limited by its rental space, and diversify its programming and services.

Near West Theatre offers year-round programs that provide children, teens, and adults with opportunities to perform, to develop peer and mentoring relationships, and to explore and develop skills. Programs are designed to involve the greatest number of participants which is why the vehicle of musical theater is most often used. Near West Theatre has grown to become home to many who seek a safe place in which to grow, learn and be responsible participants in their community.

**GORDON SQUARE ARTS DISTRICT:** Since 2002, the economic and social impact of this growing arts district – and of the cooperation among three non-profits which came together to form the district – has been felt in Cleveland's Detroit Shoreway neighborhood and beyond. Near West Theatre remains an active partner in the implementation of Gordon Square Arts District's Master Plan, created in 2014.

**BUDGET AND STAFF:** Near West Theatre has an annual operating budget of approximately \$950,000 (28% earned and 72% contributed) and completed its 38th season this past July, 2016. The theater has 8 full time and 3 part-time staff members. Near West Theatre contracts with more than 50 professional designers/artists/musicians annually and its casts and crews are all volunteers.

## **KEY RESPONSIBILITIES:**

### Office duties

- Serve as receptionist: answer phones, greet guests.
- Carry out general office work as needed, including filing, mailing, e-mailing and copying
- Order office supplies and monitor inventory
- Manage Pitney Bowes machine, copier, and other office equipment
- Process ticket voucher donation requests from outside organizations
- Assist production team with creating forms or data entry as needed
- Assist members of office team with projects as needed

### Box office and ticketing duties

- Receive and process ticket orders and answer customer questions by box office phone line and in-person customer visits
- Manage box office phone line, including checking messages, recording voicemail on box office line for each production, and answering calls during Box Office hours.
- Maintain Imagitix ticketing system
  - Create all performance/special event(s) in Imagitix and assign to proper date(s)
  - Create seating charts for office and Imagitix to track Star Seat purchases
  - Run reports for accountant and other team members as requested
- Consult production staff on band placement and sound booth to finalize seating chart and house count
- Train designated volunteers, interns, others, as necessary, on the ticketing system and other box office tasks
- Manage the creation, purchase, disbursement and use of Star Seat packages, group sales, and ticket vouchers
- Coordinate with Front of House Manager for each production
- Make seating signs for each Star Seat party; work with House Manager to put them on designated chairs the night of each performance
- Print out all tickets from Imagitix for each performance
- Ensure that all star seat holders have the proper coupons
- Make copies of patron list for in-theater box office and for Executive/Managing Director, and copies of the seating charts for House Manager
- Provide patron emails for audience survey to Marketing Manager

**SUPERVISES:** No staff management responsibilities at this time. In the area of box office work, is responsible for training interns and monitoring the quality and accuracy of their work. May be assigned as project manager or team leader for specific projects.

**REPORTS TO:** General Manager. May also receive assignments directly from Executive/Managing Director or Marketing Manager.

## **REQUIRED SKILLS:**

- Excellence in writing and effective communication skills, Proven experience in partnering with and organizing a diverse, creative group of people to successfully accomplish specific goals within a limited period of time.
- Demonstrated skills in the following environments: Windows, Word, Excel (mail merges, etc.), constituent/non-profit tracking database systems (Filemaker), email and internet
- Familiarity with processing money securely and accurately in a direct customer transaction environments.
- Detail-oriented professional who can plan and implement complex tasks while managing every-day business tasks such as filing, organizing, etc.,
- Capable of regularly meeting deadlines in a fast-paced, multi-project environment.
- Excellent listening skills required
- Sense of humor and adaptability to maintain a congenial working environment,
- High motivated to work alone or in collaboration with others.
- Able to delegate to and collaborate with other staff members and volunteers as needed to ensure successful completion of projects.

## **DESIRED SKILLS**

- Proficiency with Microsoft Office Suite
- Intermediate skill in website management and editing
- Familiarity with online ticketing system software and Box Office management.

## **REQUIREMENTS:**

**EDUCATION:** High school diploma or GED required. Associates Degree or other additional education desired.

**EXPERIENCE:** 2-4 years' experience in front office, administrative assistant, or similar positions required. 1-3 years' experience in customer service, box office coordination, or similar positions highly desired.

**PHYSICAL:** Must be able to work in an open office environment. Requires the ability to sit and be stationary for prolonged periods of time, normal or corrected vision and manual dexterity sufficient to perform work on a personal computer and other office equipment such as a copy machine and computer printer. Must be able to communicate with others through phone systems.

**WORK SCHEDULE:** 10:00a to 4:00p (M-F), some evening and weekends for performances

**COMPENSATION:** This is a salaried, 30 hr/week position with a salary equivalent to \$12/hr.

If interested, please send cover letter and resume to: Near West Theatre, ATTN: Human Resources Department, 6702 Detroit Avenue, Cleveland, OH 44102. Email: [hr@nearwesttheatre.org](mailto:hr@nearwesttheatre.org)

Position will remain open until filled. No phone calls, please. Near West Theatre is an equal opportunity employer and is strongly committed to creating a diverse and inclusive environment where a variety of backgrounds, cultures, orientations, ideas, and talents can flourish.