



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

**POSITION SUMMARY:** The Box Office Manager is a member of the administration team that supports and carries out Near West Theatre's mission both behind the scenes and in public. The Box Office Manager is in charge of daily box office operations and manages the box office during performance runs. This position will also be responsible for phone and reception duties, coordinating playbill ad sales, assist with coordinating and training volunteers, and certain general office assignments. As a team member, this position contributes to other work and special projects as assigned. This position is a part-time, 25-hour per week role during the hours of 11-4pm, Monday through Friday with the potential of 40 hours per week during production runs and special event coverage.

Near West Theatre has a unique identity as an intergenerational community-based theatre where people work side-by-side, onstage and off, producing our annual production season and through participation in mission-centric programs and events. NWT provides high-quality, innovative, socially relevant musicals that are inclusive and accessible to our community. NWT is a founding anchor institution of the Gordon Square Arts District serving the Detroit Shoreway, West Side, and Northeast Ohio communities in our state-of-the-art 27,000-square-foot, ADA-accessible facility.

**KEY RESPONSIBILITIES**

**BOX OFFICE**

- Serve as receptionist answering the box office and main office phone lines
- Greet guests entering the building
- Receive and process ticket orders by phone and in-person
- Manage NWT phone lines, including checking messages and updating voicemail for each production
- Maintain Agile ticketing system, create all performance/special events, manage seating map and assign to proper dates
- Coordinate audience communications via text and constant contact
- Run and analyze reports for accountant and team members
- Process ticket voucher donation requests from outside organizations
- Train designated box office volunteers, interns, others, as necessary on the ticketing system and other box office related tasks
- Coordinate with Front of House Manager for each production
- Update, distribute and report audience survey for every performance and event
- Assist with the recruitment, engagement and retention of front of house volunteers

## **OFFICE ADMINISTRATION**

- Carry out general office work as needed, including filing, mailing, e-mailing and copying
- Manage and order concessions inventory
- Manage and order office supplies inventory
- Manage Pitney Bowes machine, copier, and other office equipment
- Assist production and administration teams with creating forms or data entry as needed
- Assist members of office team with projects as needed
- Coordinate and execute annual playbill ad sales campaign

## **PREFERRED SKILLS**

- Excellent written communication and proofreading skills
- Ability to gather, organize and synthesize data and information for the presentation to internal and external stakeholders
- Consistent attention to detail and accuracy
- Familiarity with processing cash transactions securely and accurately
- Ability to stay organized and meet deadlines
- Desire and ability to work in a fast-paced environment
- Ability to multi-task and manage multiple responsibilities / projects to fruition
- Ability to work majority of performance evenings and weekends
- High motivated to work alone or in collaboration with others
- Able to collaborate with other staff members and volunteers as needed to ensure successful completion of projects and goals
- Computer literacy, including Microsoft excel, word, and outlook
- Experience with people and systems in box office or customer service
- Interest in theatre arts and a commitment to Near West Theatre's mission and values
- A commitment to advancing NWT's racial equity goals and commitments

## **QUALITIES AND CHARACTERISTICS**

- Kind, empathetic, and collaborative in maintaining a safe and positive work environment
- A proactive self-starter and creative problem-solver
- Passion to serve others
- An appreciation for social justice initiatives
- A desire to make our community and region a better society
- Passion for helping guests, patrons, participants, families, and volunteers
- Sense of humor and adaptability to maintain a positive work culture
- A willingness to support other staff and pitch in when someone needs help
- Calmness under pressure

**MANAGEMENT RESPONSIBILITIES:** This position is responsible for training interns and volunteers, and monitoring the quality and accuracy of their work. May be assigned as project manager or team leader for specific projects.

**REPORTING RELATIONSHIPS:** This position reports to the Director of Advancement. The Box Office Manager also works closely with the Executive Director, Artistic Director and Engagement Manager.

**PREFERRED EXPERIENCE:** High school diploma or GED required. Associates Degree or other additional education desired. 1-3 years' experience in customer service, box office coordination, or similar positions highly desired.

**JOB CLASSIFICATION:** This is a Part-Time, 25-hour per week position with a work schedule of 11-4pm, Monday through Friday. The Box Office Manager will be required to work some evenings and weekends that will increase hours during performance runs up to, but not to exceed 40-hours per week. Near West Theatre offers a starting hourly rate of \$17-an-hour in addition to medical and dental benefits. The position also receives 10-days paid-time-off, observance of national holidays and a 2-week institutional winter break.

**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. **Candidates must follow our COVID-19 policies and procedures and complete a background check.**

**TO APPLY:** Please apply with cover letter and resume online through our website form. If preferred, applicants may email application directly to: [hr@nearwesttheatre.org](mailto:hr@nearwesttheatre.org) with the job title listed in the subject line; or mail to: Near West Theatre, ATTN: Human Resources Department, 6702 Detroit Avenue, Cleveland, OH 44102.

The hiring committee will begin reviewing submissions January 11, 2023 and the 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, beliefs, cultures, orientations, ideas, and talents can flourish.