Box Office Associate

Founded in 1998, Theater Latté Da (TLD) is celebrating its 25th season of presenting original and re-imagined musical theater. Theater Latté Da creates new and impactful connections between story, music, artist, and audience—exploring and expanding the art of musical theater. TLD is dedicated to expanding the American Musical Theater with work that speaks to a contemporary audience. Theater Latté Da has fostered innovation and diversity since its conception. We believe in work that is bold, inclusive and collaborative; we act with integrity and gratitude.

As we look to expand our reach into our community, we are hiring a Box Office Associate for part-time day and evening work. The Box Office Associate supports the mission and vision of Theater Latté Da by providing excellent guest service, selling tickets and staffing the Box Office during daytime hours, with the potential to pick up evening and weekend hours for performances.

We are looking for someone who is passionate about partnering with our internal team, key partners, and the community. This individual will also be someone who has strong interpersonal skills, values relationships, excels at clarifying priorities, communicating with multiple stakeholders and developing action plans.

Theater Latté Da believes in a culture of inclusion, diversity, equity, and access. The diverse and dynamic interests of those who work here provide opportunities, both organized and impromptu, for individual pursuits and exploration. We are looking for a person who possesses the ability to fulfill the following roles and skills:

### Primary Duties and Responsibilities:

#### Customer Service:
- Provide customer-centered experiences over the phone and in-person.
- Promptly listen to and respond to customer inquiries and requests via phone and email.
- Work to effectively resolve ticketing issues and respond to customer inquiries with compassion, empathy and objectivity.
- Complete other duties and tasks as requested or needed.

#### Box Office Sales & Ticketing:
- Assist in selling season tickets, single and group tickets using Salesforce (CRM) software.
- Staff the Box Office during afternoon hours and some performance times.
- Identify opportunities for potential ticket sales.
- Maintain and update patron records.
- Maintain a clean and organized box office and lobby.
- Create and distribute post-show reports to support Marketing Director and Associate, Managing Director, Box Office Manager, and Concessions Manager.
- Other related duties as assigned.
Box Office Associate

Experience, Skills, and Abilities

- 1-3 years customer service experience or demonstrated ability to listen, summarize, problem solve in the moment with others, both in person and over the phone.
- Strong commitment to developing and supporting a culture that values diversity, equity, access and inclusion. Ability and commitment to effectively work with diverse groups, representing complex differences and identities in terms of gender expression, race, sexual orientation, religion, ability, age, class and immigrant status.
- Ability to demonstrate Intercultural competence, shift and adapt one’s own behaviors, thoughts, and skills to create a bridge with others; develop and maintain a strong working relationship that is based on mutual trust and respect, and successfully balance commonalities and differences.
- Excellent interpersonal and communication skills, including in person, email, and over the phone.
- Excellent organizational skills with the ability to work in a collaborative environment, prioritize and manage multiple, ongoing projects sometimes with little supervision.
- Ability to remain calm in demanding situations.
- Ability to work on own initiative.
- Must be able to exercise good judgment in performing a wide variety of duties.

Hours, Schedule, Compensation

- The Box Office Associate position begins at $15/hour.
- This position is approximately 20 hours per week, based on need and budget allowances, with the possibility of additional hours during our season launch as needed.
- Days needing coverage: Tuesday, Wednesday, Thursday and Saturday, typically from 12pm to 5pm.

Theater Latté Da believes in a culture of inclusion, diversity, equity and access. The diverse and dynamic interests of those who work here provide opportunities for both organized and impromptu, for individual pursuits and exploration.

EEO/W/M/Veteran Disability

To express your interest about this opportunity, please apply online at latteda.org/employment-opportunities or by sending a cover letter and resume to hiring@latteda.org with Box Office Associate in the subject line.