

Title: Box Office

Summary: Seasonal 6 Month Position 32-40 hour per week (September through February)

Reports to: Associate Director

Job Description:

GREAT THEATRE is seeking a Box Office agent to provide excellent customer care selling tickets, providing information, and gathering data to maintain and increase audiences. The agent will work weekdays at our office downtown St. Cloud and six weekends of performances at the Sauk Rapids Rice Community Arts Center.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Sells tickets on online box office system, and provides information to customers by telephone and in person
2. Maintains the box office database, ensuring that all information is accurately recorded and kept up to date in accordance with the Data Protection Act
3. Captures the data required to sustain, develop and increase audiences for the theatre's program of events to support the marketing and sales strategy
4. Prepares daily cash returns and cash and debit or credit card receipts for banking
5. Supports and responds to marketing team promotional campaigns, ensuring that the database provides maximum value to track and monitor ticket sales
6. Maintains up to date information on all aspects of the theatre programming and scheduling to be able to respond knowledgeably and effectively to customer enquiries

Required Qualifications and Skills

- A passionate commitment to the GREAT Theatre mission
- Excellent organizational and communication skills
- Friendly, lively and approachable personality
- Ability to use a computer and computer software applications confidently
- Ability to communicate effectively with a wide range of people
- Ability to work well and stay calm under pressure
- A good head for figures
- A strong team player

Organizational Information: Founded in 1998, GREAT currently produces a Main-Stage season of eight productions, a School Matinee Season and outreach programming including our Summer Theatre Camps. In 2008 more than 42,760 children and their families attended a GREAT production. With an annual budget of \$562,000 GREAT is seeking an excellent communicator to manage our box office for all performances at the Sauk Rapids Rice Community Arts Center.

Evaluation of applications will begin immediately and will continue until the position has been filled. EOE.

Please send a cover letter and resume by July 15th to:

GREAT Theatre Search Committee
919 West St. Germain
St. Cloud, MN 56301

Or by email to:

Subject: Search Committee
To: Dennis@GreatTheatre.org