

**Box Office Representative  
Position Profile**

Laguna Playhouse, a nationally acclaimed, professional theatre based in Laguna Beach, CA, is searching for part time Box Office Representatives. This position assists in the sale of tickets, assisting patrons with show information, and general clerical duties within the Box Office.

**The Opportunity:** The Box Office Representative is a part time member of the Laguna Playhouse marketing and box office department. Duties include, but are not limited to, the following:

- Sell tickets at the box office window or via the telephone.
- Assist patrons with ticket replacements, refunds or other general patron issues.
- Contact patrons via telephone in the event of a change in show time or cancellation.
- Day to day box office maintenance, including but not limited to: restocking outdoor kiosk, printing ticket orders, verifying order accuracy, and filing.
- Maintain superb customer service skills while working under intense pressure and within deadlines

**Traits, Characteristics and Experience** - The chosen candidate will be detail-oriented, understand the importance of confidentiality and possess excellent judgment; strong verbal and written communication skills (including excellent spelling and grammar); basic word processing and computer skills, communication skills, and the ability to present information to patrons and other employees of the organization effectively, strong reasoning ability and the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Due to the nature of a professional theatre, this position requires dependable and punctual attendance when scheduled to work. Applicants with evening and weekend availability will be highly considered.

Please email your cover letter and resume to: [ticket\\_office@lagunaplayhouse.com](mailto:ticket_office@lagunaplayhouse.com). No hard copy applications will be accepted.

In the subject line of your email, please use the following format:  
Box Office Representative, Laguna Playhouse <Last Name, First Name>

Moulton Theatre

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