

## THE LAGUNA PLAYHOUSE – Box Office Representative



<b>Reports to:</b>	Ticketing Services Senior Manager
<b>Position Status:</b>	Part time, Non-exempt
<b>Position Hours:</b>	As scheduled, per show
<b>Compensation:</b>	\$14.50/hour
<b>Schedule:</b>	Nights, weekends, afternoons

**About Us:** Laguna Playhouse, a nationally acclaimed, non-profit, professional theatre located steps away from the Pacific Ocean in the charming arts colony of Laguna Beach, CA seeks part-time Box Office Representative for their mainstage shows. Reporting to the Ticketing Services Senior Manager, the Box Office Representative will be responsible for assisting patrons and selling tickets.

**About the Position:** An integral part of the patron experience team, the Box Office Representative will be the face of the Playhouse. This position assists in the sale of tickets, assisting patrons with show information, and general clerical duties within the Box Office.

**About the Culture:** The person most successful in this position will be a well-organized, detail oriented individual dedicated to helping take a vibrant and growing non-profit theater to the next level. The right candidate will thrive in this warm, welcoming and creative atmosphere that embraces individuality and is artistically fulfilling, forward-thinking and dog friendly! The Laguna Playhouse is dedicated to building an equitable environment that is mixed across lines of difference and strongly encourages applications from Black, Indigenous, People of Color, women, transgender and non-binary candidates. Applicants from populations underrepresented in the theater field are strongly encouraged to apply.

### Qualifications:

- Work well with the public and displays a positive attitude.
- Detail Oriented
- Excellent judgement and ability to apply common sense to carry out instructions
- Strong verbal and written communication skills (including spelling and grammar)
- Ability to present information to patrons and other employees effectively
- Weekend and evening availability preferred

### Responsibilities:

- 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:
  - Printing ticket orders
  - Verifying order accuracy
  - Filing
- Maintain superb customer service skills while working under intense pressure and within deadlines

### Physical Requirements of the Position:

- Employees will be required to provide proof of vaccination as a condition of employment. When providing such documentation, applicants are instructed to omit any additional medical information other than proof of FDA-approved vaccination against COVID-19 infection. Please note any record of applicant vaccination will be maintained as a confidential medical record.

To apply for this position, please send a cover letter and resume to Ticketing Services Senior Manager under the heading:

Box Office Representative

Cover letter must accompany resume submission

[ticket\\_office@lagunaplayhouse.com](mailto:ticket_office@lagunaplayhouse.com)