



Audience Service Representative

Audience Service Representatives participate in all activities linked to the Front of House, working in the Box Office or Concessions. Representatives can serve in either role depending on the shift, and also have the opportunity to work as an alternate House Manager. They work under the supervision of the Box Office Lead.

Box Office duties include but are not limited to:

- answer telephone inquiries from the public about Theatre performances
- provide information and quality customer service.
- operate the Box Office software, booking tickets to concerts and performances to members and the public.
- give out tickets during busy will call time.
- provide administrative support to all departments such as mailings and handling general paperwork.
- perform any other task as may be required to achieve the overall efficiency of operations (i.e., light cleaning, selling merchandise, concessions)

Concessions duties include but are not limited to:

- prepare and sell food and drink to patrons.
- provide quality customer service.
- track purchases and oversee accounting.
- handle set up, maintenance, and cleanup of concessions area.
- perform any other task as may be required to achieve the overall efficiency of operations.

Qualifications – ideal candidates will meet many, but not necessarily all the following:

- highly organized and able to work under pressure.
- good team player, dynamic
- pleasant and friendly telephone manner, as you will be dealing with inquiries from a wide range of people.
- good numerical skills, you will be handling credit card, checks and cash transactions.
- previous experience of working in a Box Office is preferred, but not required.
- previous experience with OvationTix/AudienceView is preferred, but not required.
- previous experience handling food and drink sales strongly recommended.
- ServSafe and TIPs certified is encouraged, but not required – training can be provided.

Scheduling/Availability expectations:

Audience Service Representatives should be available to work two shifts a weekend or 6-8 shifts during a Mainstage run. Mainstage shows typically for 3-4 weeks. GBSC also hosts various concerts and events throughout the year in addition to our Mainstage shows in which availability may be needed for those as well.

Application Process

Applications will be accepted on a rolling basis.

GBSC is an Equal Opportunity Employer. People from diverse backgrounds are strongly encouraged to apply.

Candidates are invited to email a cover letter and resume to the **Box Office Lead**, Paul Luther, at paul@greaterbostonstage.org. Candidates of interest will be contacted. We regret that we are unable to follow up with every candidate. No phone calls, please.

Salary \$17-20 hours, depending on the role of the shift.

Night and weekend availability required. This position is primarily for event shifts: when a show is running, GBSC typically holds performances on Thursday, Friday, and Saturday nights, as well as Wednesday, Saturday, and Sunday afternoons. Audience Service Representatives also work special events, shows through our education program the Young Company, and rental events. To learn more about the theatre please visit GreaterBostonStage.org.