

Guest Experience Associate

Guest Experience Associates (GEA) participate in all activities linked to the Guest Experience department, working in both the Box Office and Concessions. GEAs report to the **Guest Experience & Box Office Managers**. During performance shifts, GEAs may work under the oversight of the House Manager. This is a **Part Time Position**.

Duties include but are not limited to:

Box Office:

- Respond to Guest inquiries via telephone and email
- Provide an exceptional Guest experience
- Operate PatronManager ticketing software
- Perform ticket transactions for all Guests, including subscribers
- Print Guest tickets before performances
- Other tasks as assigned

Concessions:

- Prepare and process beverage and snack sales for Guests
- Provide exceptional Guest service
- Set up, break down, and maintain the Concessions and Cafe area efficiently
- Perform daily cycle counts and weekly inventory counts as assigned by the Manager
- Accurately perform sales transactions on the POS
- Other duties as assigned

General Guest Experience Duties:

- Raffle and/or Merchandise sales
- Retocking and tidying of Guest facing areas (lobby, restrooms, auditorium, gallery, etc.)
- Other duties as assigned

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

- highly organized and able to work under pressure
- experience working in a fast paced environment - we sometimes serve 250+ in 15 minutes.
- pleasant and friendly telephone manner
- good numerical skills: you will be handling credit card, check, and cash transactions
- previous experience working in a Box Office is preferred, but not required
- previous experience with Patron Manager/Salesforce is preferred, but not required
- previous experience handling food and drink sales strongly recommended

- ServSafe and TIPs certification is encouraged, but not required – training and certification can be provided

Scheduling/Availability:

Guest Experience Associates should be available to work 2 to 4 shifts a week during the run of each MainStage show, or during Special Events. Shifts may include daytime and evening hours during the week and/or weekend. MainStage productions typically run Wednesday through Sunday, with matinee performances on Wednesdays, Saturdays, and Sundays.

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 send a **cover letter and resume** to Emily Monroe at emily@greaterbostonstage.org, and Filomena Cunha at filomena@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: \$18 per hour, plus tips during concessions shifts

To learn more about the theatre please visit GreaterBostonStage.org.