

DALLAS CHILDREN'S THEATER

JOB DESCRIPTION

Box Office Associate

REPORTS

Director of Ticketing
and Patron Services

STATUS: Exempt

TO:

CLASS SUMMARY: Position is first point of contact to the public for the organization. Main duties include opening building, selling tickets, training box office staff, answering phones, greeting public who enter the building, and other tasks listed below.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1. Process ticket donations
2. Helping to coordinate student matinee performance activity
3. Coordinating cast lunches
4. Handling postage meter/mail duties/mail delivery
5. Posting audition notices/scheduling audition appointments
6. Process incoming checks/ticket donations
7. Managing birthday parties
8. Processing subscription orders
9. Taking ticket orders
10. Assisting PR/Marketing with special projects including ticket/audition related web support.
11. Greeting/checking-in all incoming guests
12. Manages DISD 2nd Grade Program

Training and Experience(positions in this class typically require):

- Proficiency in Excel, Microsoft Word, database management experience – Tessitura preferred.
- Excellent verbal and written communications skills.
- Ability to present information concisely and effectively, both verbally and in writing.
- Ability to organize and prioritize work.
- Ability to work independently with little supervision.
- Excellent interpersonal skills dealing with the public in person & on the phone. Position is first point of contact with the public in most cases.
- Spanish speaking a plus

Licensing Requirements(positions in this class typically require):

None

Knowledge(position requirements at entry):

Skills(position requirements at entry):

- Must have experience in managing projects from conception to implementation;
- Must have good analytical skills and sound judgment;
- Detail oriented and organized;
- Excellent written, oral and interpersonal communication;
- Ability to supervise & train part-time staff

Physical Requirements: Positions in this class typically require: fine motor skills, hand/eye coordination and unimpaired hearing or visual capability.

Sedentary Work: Exerting up to 50 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. Position will work weekdays and some weekends.