



The Jewish Community Center has an opening for a part time **Box Office Assistant/Assistant House Manager** to join our Cultural Arts team. This position is primarily based out of our Creve Coeur location and may on occasion need to travel to local venues to support our productions. Candidates must be able to work a flexible schedule which includes evenings and weekends.

Summary:

The Box Office Assistant/Assistant House Manager is a significant interface between the Jewish Community Center and our Cultural Arts patrons tasked with providing exemplary customer service and support. During our shows, the Box Office Assistant/Assistant House Manager oversees the house throughout the performance period of the show. They should be prepared for any emergencies that may occur during the show. This position is in charge of the lobby and house area and is expected to stay in the lobby throughout the course of the show.

Responsibilities:

- Under the direction of the Box Office and House Manager, execute the day to day functions of the Box Office for New Jewish Theatre and other Cultural Arts programs such as Jewish Film Festival, Jewish Book Festival, Geshar Music Festival, etc.). Our Box Office sells tickets online, via mail, over the phone and a walk up window.
- Utilizing online ticketing software, perform daily activities required for accurate processing, handling, distribution, reconciliation, reporting, and documentation of ticket sales.
- Address customer inquiries and concerns in timely and courteous fashion while providing exemplary customer service.
- Keep detailed logs of activities, and inform supervisor of any customer concerns requiring escalation.
- Prior to guest arrival for shows, bring signs, tickets for pick-up and assisted listening devices to front desk. Post theatre and performance related signage before performance. Place reserved (for Press, Handicapped, etc.) signs on appropriate seats. Place programs at theatre door. Walk around the house, double check all doors are unlocked (including the fire doors) and be sure that the theatre is clean and there is no trash on the ground.
- Check-in with Stage Manager before the show regarding times during the show to let in latecomers, when to open the house, emergency procedures, and review any issues such as insufficient seating. Open the house when cued by the Stage Manager for start of show and at end of intermission, alerting Stage Manager when the doors have closed. Work together with Stage Manager after the show ends to lock up the house.
- Supervise and train volunteer ushers prior to and during shows. Check in ushers; call anyone who is not there. Assist, assign and explain their responsibilities: ticket scanning/tearing of tickets or program distribution, seating of patrons, helping patrons to exit safely during a performance, making sure patrons' re-entrance does not interfere with the performance, make sure ushers know where the reserved and latecomer seats are and the cleanup of the house

after the show removing all programs, tickets and trash. Help, as needed, with any of these tasks to ensure a positive experience for patrons.

- Open box office prior to start of show for the patrons. Routinely check in with the box office about ticket pickups and help to keep the ticket lines moving. Remain near the front desk or in nearby position to be able to help patrons who require assistance.
- Prepare and give the curtain speech if necessary.
- Open and close curtain and theatre door when opening the theatre, at intermission, and end of show.
- At end of show, lead the ushers in cleaning up the house. Make sure all signage being saved, box office materials, and listening devices are put away. For signage, not being reused, make sure properly disposed of.
- Must be prepared to follow the J's emergency procedures and lead in the event of an emergency.
- Other duties as assigned by supervisor.

Qualifications:

- High School Diploma or GED is required.
- Strong verbal and written communications skills are necessary.
- Demonstrated customer service skills interacting with the public is required. Must be able to provide excellent customer service across various mediums: phone, email, in person, etc.
- Prior house management/box office experience along with usage of on- line ticketing systems is preferred.
- Must have the demonstrated skill and ability to use Microsoft Office Suite (Word, Excel, and Outlook) as well as demonstrated capability to learn new software programs as necessary for position. Position currently requires use of Vendini, Brown Paper Tickets, CSI; training is provided.
- Position requires the use of and ability to use common office equipment (multi-line phone, fax, copier/printer/scanner, etc.)
- Must be able to work a flexible schedule to include evenings and weekends in support of events and performances.
- Ability to multi task, manage changing priorities and be very organized is required.
- Must be able to read and understand written materials and instructions.
- Must be able to bend and lift objects weighing up to 40 pounds, work seated at a desk, and move throughout the buildings in the course of performing work.

For further information about the J please see our website: www.jccstl.org

To apply, please submit your resume, cover letter, and completed J application to careers@jccstl.org . Please indicate in the subject line of your email the position title, "Box Office Assistant/Assistant House Manager". The J's application is available for printing from the employment section of our website. Please note that this is not an online form.

The J is an Equal Opportunity Employer and participates in the Department of Homeland Security's E-Verify program.