



Box Office Associate

Position Description

The Purple Rose Theatre Company (PRTC) is a nationally acclaimed professional regional theatre founded by Jeff Daniels; a 501(c)3 nonprofit organization. We seek a part-time (25 hours a week) box office associate to work closely with managing director, patron services manager, house managers, stage management, patrons, and donors to further PRTC's mission.

Essential Duties and Responsibilities

Responsible for ensuring excellent customer service to patrons. Staff public and preview performances as well as non-performance hours when the box office is open. Answer phones and direct calls as needed. Take ticket orders over the phone as well as help patrons troubleshoot online ticket orders. Maintain the appearance of the lobby and all public areas; communicate with Purple Rose handyman as necessary to ensure a clean environment. Sell merchandise, gift certificates, and do daily close outs. Help resolve conflicts with any patron issues. Provide an excellent patron experience at all performances. Participate in Opening Night events. Cross train with house management.

Required Knowledge, Skills and Abilities

- 2+ years front of house/box office experience or equivalent customer service experience
- Demonstrate leadership, independence, integrity, and strong communication skills
- Knowledge and experience with an arts ticketing software (Spektrix, Tessitura, AudienceView, TicketLeap, OvationTix, PatronManager, Ticketmaster, or other)

Compensation

- \$18.00/hour
- Paid Vacation time

About The Purple Rose Theatre Company

The Purple Rose Theatre Company (PRTC) is the home of world-class, original American theatre. The PRTC is a professional theatre company with roots in the Midwest that takes a handcrafted, artisanal approach to producing new and classic American plays that are nothing less than one-of-a-kind experiences. We are a 501(c)(3) not-for-profit professional theatre operating under an SPT (Small Professional Theatre) contract with the Actors' Equity Association.

To Apply

Send resume and cover letter to Katie Hubbard, Managing Director, at khubbard@purplerosetheatre.org with "Box Office Associate" in the subject line. The Purple Rose Theatre is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We seek applicants from all backgrounds to ensure we get the best, most creative talent on our team.