



— SANTA CRUZ —
SHAKESPEARE

Box Office Team Member

ROLE DESCRIPTION:

Under the direction of the Director of Operations and Box Office Manager, box office team members will supervise all ticketing-related needs in The Grove at De Laveaga. Overall duties will include answering phone and email inquiries, selling performance tickets, troubleshooting ticketing issues, and any additional customer service needs for our visiting patrons. Box office team members will also help with opening, during, and closing venue tasks with assistance from all front-of-house departments. Lastly, team members must provide patrons with a memorable theatre experience with Santa Cruz Shakespeare.

ESSENTIAL DUTIES/RESPONSIBILITIES INCLUDE:

- Must maintain a professional demeanor and image to ensure the highest level of customer service.
- Must be able to be diplomatic and take into consideration diverse populations who visit The Grove.
- Must be able to manage several responsibilities at once.
- Will be required to work non-traditional hours, including nights and weekends, as assigned.
- Answer phones, emails, and in-person inquiries about the 2024 season, ticket purchasing, and theater policies.



- With training: process ticket transactions using the CRM Spektrix.
- With training: pull reports and print will call from Spektrix.
- Respond effectively during emergencies following approved protocol, including evacuations, and knowing whom to call and which paperwork to fill out and process.

QUALIFICATIONS:

- Prior customer service experience.
- Have flexibility for working weekly hours depending on show performances. Performance hours will include evenings and weekends through at least 11 p.m.
- Must be able to work independently and perform in a fast-paced, dynamic work environment.
- Must have excellent verbal and written communication skills to answer patron inquiries over the phone, by email, and in person.
- Proficiency with Microsoft Office or Google Suite.

COMPENSATION:

The starting pay for this position will be determined based on previous experience and skills, plus overtime and tips (when applicable). This seasonal position runs, and hours will be determined based on the summer performance schedule.

