



## BOX OFFICE/CUSTOMER SERVICE MANAGER POSITION DESCRIPTION & APPLICATION INSTRUCTIONS

STAGES seeks a capable **Box Office/Customer Service Manager**. This is a part-time position requiring work on some nights and weekends. Work would begin in February 2012 in support of the STAGES production of MY FAIR LADY. This position has the potential to expand into a year-round part time job for the right candidate. Please review the expectations and requirements carefully before applying:

### Box Office/Customer Service Manager RESPONSIBILITIES:

- **Customer Service. Maintain strong, consistent and positive relationships with STAGES students and their families, and contacts at STAGES rental venues. Present a positive, confident and knowledgeable demeanor regarding STAGES and our programs. Resolve customer service issues quickly and appropriately to avoid escalation.**
- Sell tickets to STAGES shows. Diligent, accurate collection of customer data. Ensure effective practices for capturing data. Protect the privacy and security of customer information (demographic, financial, history, etc).
- Represent STAGES as the face and voice of the STAGES Box Office. Receive sales inquiries and calls via phone and email. Attend all required meetings, tech rehearsals, and performances to manage box office operations in person.
- Management level operations of the STAGES ticketing system including building, altering, and maintaining events, promotions, pricing, schedules, inventory codes, pulling lists and box office reports as needed.
- Financial reconciliation of STAGES box office including accurate sales reports, cash and financial statements, consistent tracking of cash-on-hand, prepare box office receipts for bank deposit.
- Design and print STAGES tickets for each show, stuff ticket envelopes and manage the delivery of tickets to patrons (will-call or advance pick-up). Assist with design and printing of STAGES program booklet as needed.
- Supervise and train other box office and house management/usher staff members as needed.
- As time permits, assist STAGES with day-to-day non-box office customer service processes (general inquiries, registrations, light bookkeeping and organizational projects).

Applicant also acknowledges that **all** STAGES production team members are automatically considered to be teaching artists and may be asked at any time to assist with supervision or education of STAGES students, as it pertains to his/her area of expertise, and as it falls within the **reasonable scope of the mission of the company and parameters of the position.**

### **Box Office/Customer Service Manager QUALIFICATIONS AND EXPECTATIONS:**

- Applicant must possess **strong** computer skills, a willingness to learn how to use all aspects of the STAGES ticketing system, and a dedication to becoming familiar with standard practices and policies.
- Applicant must have **strong customer service experience**, including excellent written, verbal, and interpersonal communication skills. Prior box office experience is a plus. Desired traits include diplomacy, tact, sense of humor, flexibility, initiative, and enthusiasm.
- Applicant must have a tremendously high level of integrity in safeguarding both STAGES assets (laptop computers, box office cellphones, box office sales equipment, cash-box), and the financial information of STAGES' customers.
- Ability to work variable schedules including regular weekday mornings, plus weeknights and weekends during performance/tech weeks.
- Applicant must have his/her own reliable transportation, and be willing to travel to and from the STAGES Studio (24 Mosher Street/South Portland), and various theater venues in the Greater Portland area. NOTE: It may be possible that Some Box Office work can be done remotely/from home. This will be determined at a later date

**STOP! IMPORTANT!** Applicant must demonstrate a willingness to work collaboratively with the STAGES production team, and a passion or strong interest in the area of youth theater. **If you are not interested in working for or around children, DO NOT APPLY.**

### **Box Office/Customer Service SCHEDULE REQUIREMENTS:**

STARTING FEBRUARY 2012 (exact dates TBD)

- Mondays, Tuesdays, Thursdays, 10:00AM-12:00PM
- Evening Tech Rehearsals as follows:
  - March 13 and 15 (MY FAIR LADY)
  - April 30 and May 2 (TWELFTH NIGHT)
  - May 29 and 31 (SECRET GARDEN)
- Performances Weekends (hold entire weekends, exact schedules TBD)
  - March 16-18 (MY FAIR LADY)
  - May 3-6 (TWELFTH NIGHT)
  - June 1-3 (SECRET GARDEN)

***FOR IDEAL CANDIDATE POSITION MAY BE EXTENDED TO INCLUDE WORK BETWEEN JUNE AND AUGUST 2012.*** SUMMER HOURS (same days) will be 8:30AM-10:30AM (and NOT 10:00AM-12:00PM as they are during the school year). Summer Tech weeks (including weekday evenings and complete weekends) are: (July 2-8, July 23-29, August 13-19, and August 20-25).

Schedule/Hours listed above are expected/estimated. There may be slight changes made at any time, that are mutually-beneficial and agreed-upon among the Applicant-candidate and STAGES.

## COMPENSATION/BENEFITS

STAGES provides a pleasant, friendly, supportive working environment for collaboratively-minded theater artists interested in working with/for student theater endeavors. We are a young company with an untarnished reputation for high quality, and excellent customer (students and their parents!) satisfaction.

The part-time **Box Office/Customer Service Manager** job opening is paid position. The Candidate is an employee of STAGES. This work does NOT fall under the umbrella of “Independent Contractor” work. STAGES will as necessary provide the tools, budget, and support staff needed to execute the work.

The salary/stipend for this position is competitive. Details will be made available upon application/request.

**PLEASE NOTE:** STAGES will give hiring preference to an applicant that is willing and able to work between February and August of 2012. More details can be made available upon request.

## APPLICATION OVERVIEW/DETAILS

**Application Process:** Please send the following materials to STAGES:

- a current resume/c.v. that demonstrates the full breadth of your skills relevant to the position listed above. (and please include other skills that may be of interested to a youth theater company!)
- A list of at least two references that can vouch for your ability to execute all functions listed for the position above.

These materials should be sent via email to [stacey@stagesacademy.com](mailto:stacey@stagesacademy.com). You do NOT need a “formal” cover letter, but please DO take the time to write a short note in the body of your message, indicating your level of interest, and bringing any questions or concerns to our attention.

**Application Deadline:** STAGES wants to fill this position as soon as possible. Applications will be accepted immediately, and the application process will CLOSE on Monday, January 30, or whenever a suitable applicant has been hired – whichever comes first. **Applications will be reviewed on a rolling basis with the goal of hiring this position by early-mid February.**

Please only apply for posted opportunities, and include only the information requested.

**THANK YOU SO MUCH FOR CONSIDERING THIS JOB OPPORTUNITY WITH STAGES:  
THE PERFORMING ARTS ACADEMY FOR KIDS!** For more information about our  
company, please visit our website at [www.stagesacademy.com](http://www.stagesacademy.com), call (207) 699-3330 or  
email inquiries to Co-Owner/Director Stacey Koloski at [stacey@stagesacademy.com](mailto:stacey@stagesacademy.com)