

TWO RIVER THEATER

Full-Time Box Office Supervisor

Job Description

Two River Theater is seeking a friendly, enthusiastic, and customer service-oriented Box Office Supervisor. This position is responsible for providing exemplary customer service, generating earned revenue through ticket, subscription sales, and donation upsells and overseeing five part-time box officers. The Box Officer Supervisor is a full-time position reporting directly to the Box Office Manager.

About Two River Theater

Two River Theater annually produces a theatrical season that includes American and world classics, new plays and musicals, programs for young people, and festivals of new work. Each year, we also offer 40+ events that reflect our diverse community of Red Bank, New Jersey. Two River celebrates and honors our core values of Artistic Excellence; Education and Community Engagement; Equity, Diversity, and Inclusion; and Operational Excellence. Anyone who joins our team quickly becomes part of putting all of our initiatives into action day in and day out. Two River Theater is led by Artistic Director John Dias and Managing Director Michael Hurst.

Two River Theater is dedicated to the goal of building an equitable and culturally diverse work environment and strongly encourages applications from members of underrepresented groups.

RESPONSIBILITIES include, but are not limited to, the following:

- Processing phone, mail, email, and in person orders for single tickets and subscriptions.
- Ensuring all box officers are up-to-date on the theater's productions, special events, rental events and special offers.
- Reconciling concessions and merchandise cash intake at each performance.
- Being the point person for all ticketing matters during performances.
- Responsible for handling any last-minute requests and decisions at curtain time.
- Becoming proficient in Spektrix ticketing system.
- Other duties as assigned.

Qualifications:

- Background in sales or customer service.
- Strong computer skills.
- Exceptional oral and written communication skills.
- Ability to create a positive and motivating environment which encourages box officers to strategically upsell patrons.
- Initiative and ability to regularly delegate tasks without hesitation.
- Must be available to work evenings, weekends, holidays, and non-traditional shifts.
- A love and knowledge of theater is preferred.
- Bilingual Spanish/English a plus.

Compensation: Salary is commensurate with experience. Benefits package includes medical and vision insurance, flexible spending accounts, paid vacation, personal time and a 403 (b) retirement plan.

To Apply: Candidates should submit a letter of intention (including where you saw this job posting) and resume to Michele Klinsky, Box Office Manager at mklinsky@trtc.org. No phone calls please.

Subject line should read: Full-Time Box Office Supervisor

Application Deadline: September 20/2019