

THEATER WORKS HARTFORD

Job Title: Audience Services Associate
Job Dates: September 2023 – ongoing
Reports To: Director of Audience Services
Department: Audience Services
FLSA Classification: Hourly, Non-Exempt, Part-time
Rate: \$15-\$17/hr

Overview:

TheaterWorks Hartford, a non-profit, professional theater in downtown Hartford, is seeking a part-time team member or members to work on our Audience Services team - primarily working in the Box Office with additional hours as a substitute House Manager. Days and weekends a must, with occasional nights for House Management. Schedule will vary, up to 15 to 25 hours per week based on availability. Work is in-person.

Viable candidates should be detail-oriented with excellent time management and organizational skills. Audience Services staff must be comfortable working face-to-face with the public and be able to problem solve under pressure.

Viable candidates should have customer service experience. Candidates must be Mac proficient with strong skills in Word and Excel. Knowledge of ticketing systems or a CRM system a plus. Previous theater experience preferred.

Principle Duties and Responsibilities – including but not limited to:

- Provide excellent customer service.
- Complete ticket and subscription orders through our ticketing system (Patron Manager) including fulfilling ticket exchange requests, purchases and refunds.
- Process donations in Patron Manager.
- Prepare show time box office for performances by printing tickets, printing door lists and double checking will-call for accuracy.

Required Qualification & Skills:

- Have reliable transportation.
- Take pride in one's work.

- Function independently while operating effectively within a team.
- Must possess computer proficiency skills (Mac, Word, Excel).
- Ability to work in a fast-paced, fun environment with patience, flexibility, a positive attitude.

For more information on TheaterWorks Hartford and this position, please visit us at <https://twhartford.org/work-with-tw/>.

Please send email cover letter, resume, and references to info@twhartford.org and type AUDIENCE SERVICES ASSOCIATE in the subject line. Search will remain open until the position is filled. No phone calls please. TheaterWorks Hartford is an Equal Opportunity Employer. BIPOC candidates strongly encouraged to apply.