



**Near West Theatre
Guest Services Associate
Job Description**

POSITION SUMMARY: The Guest Services Associate is a part-time, 25-hour per week position with benefits with the potential of full-time during performance runs and events. This role supports and carries out Near West Theatre's mission both behind the scenes and in public. The Guest Services Associate is in charge of daily box office operations, phone and reception duties, ticketing systems, theatre volunteers, and general office assignments as needed. This position also oversees Box Office for performances and events outside of regular business hours.

KEY RESPONSIBILITIES:

Office duties

- Serve as receptionist: answer phones, greet guests
- Carry out general office work as needed, including data entry, reporting, filing, and mailing
- Process ticket voucher donation requests from outside organizations
- Assist members of administration team with projects as needed

Box office and ticketing duties

- Receive and process ticket orders and answer customer questions by box office phone line and in-person customer visits
- Manage box office phone line, including checking messages, recording voicemail on box office line for each production, and answering calls during Box Office hours
- Manage the creation, purchase, disbursement and use of season packages, group sales, and ticket vouchers
- Coordinate with Front of House Manager for each production
- Ensure that all ticket holders have the proper communications and receipts
- Manage CRM ticketing and patron database (Agile)
- Set up all productions & events in the ticketing system, update and manage throughout the year
- Use database for reporting and analytics, and assist fellow departments with reporting and analytics

Guest Services

- Greet and process ticket orders and/or will call for audience
- Assist House Management in creating a positive guest experience
- Provide house count to production team and house management
- Reconcile nightly box office revenue to combine with nightly cash logs
- Provide receipts to house management so they may process nightly cash logs

Volunteer Management

- Ensure volunteer coverage for all roles for all productions and events
- Assign volunteer roles for all productions and events
- Communicate with Marketing Director and NWT Team on volunteer recruitment needs



- Coordinate volunteer rosters and roles with House Manager before production runs and during performances and events
- Assist in parent and volunteer meetings to communicate recruitment needs

REPORTS TO: General Manager. Will also work closely with Marketing Director.

QUALIFICATIONS: The ideal candidate will demonstrate the following

SKILLS:

- Effective writing and communication skills
- Demonstrated skills in the following environments: Microsoft Office Suite, CRM database systems, project management systems, email and internet
- Familiarity with processing money securely and accurately in a direct customer service transaction environment
- Detail-oriented professional who can plan and implement complex tasks while managing every-day business tasks such as reporting, filing, organizing, etc.
- Capable of regularly meeting deadlines in a fast-paced, multi-project environment
- Highly motivated to work alone or in collaboration with others
- Able to delegate to and collaborate with other staff members and volunteers as needed to ensure successful completion of projects

EXPERIENCE:

- Previous theatre, arts organization, or performance venue box office is desired
- Previous customer service, administrative, food service or retail experience considered
- High school diploma or GED required. Associate's Degree or other higher education desired but not required.

QUALITIES & CHARACTERISTICS:

- Passion for helping guests, patrons, participants, families and volunteers
- Kind, empathetic and collaborative in maintaining a safe and positive work environment
- A general appreciation and knowledge of the arts and live theatre
- A desire to make our community and region a better society
- A creative problem solver
- A willingness to support other staff and pitch in when someone needs help
- Calmness under pressure

PHYSICAL: Must be able to work in an open office environment. Requires the ability to sit and be stationary for prolonged periods of time, normal or corrected vision and manual dexterity sufficient to perform work on a personal computer and other office equipment such as a copy machine and computer printer. Must be able to communicate with others through phone systems.



WORK SCHEDULE: Box Office Hours: 11:00a to 4:00p (M-F), evening and weekends for performance runs and select events. 25 hours per week between show runs increasing up to 40 hours during performance weeks and special events.

COMPENSATION: This is an hourly position at \$15.00 per hour including benefits (health and dental), retirement contributions after one-year, and paid vacation time annually.

TO APPLY: Please submit a one page cover letter and resume on this page through the form below. You may also submit materials by mail to: Attn: Human Resources, Near West Theatre, 6702 Detroit Ave., Cleveland, OH 44102.

Position will remain open until filled. No phone calls, please. Near West Theatre is an equal opportunity employer and is strongly committed to creating a diverse and inclusive environment where a variety of backgrounds, cultures, orientations, ideas, and talents can flourish.