

Position Description
Box Office Associate
Part-time/Non-Exempt position

The Opportunity

California Shakespeare Theater (Cal Shakes) seeks dynamic customer service professionals to join our box office. Come work in a relaxed but fast paced environment engaging with the public as the first point of contact that sets the tone for their experience with our theater. As a member of the Cal Shakes staff, you'll receive complimentary reservations to our online offerings as well as tickets to any live productions we may be able to produce. You'll also have the opportunity to engage in company dialogues about the art we create and the communities we touch.

The Organization

Description: With an outdoor main stage performance venue in Orinda and community programs throughout the Bay Area, Cal Shakes expands access to and relevance of the arts by fostering a participatory culture among a diversity of audiences, artists, and learners throughout the Bay Area. California Shakespeare Theater has an inclusive work environment and actively embraces a plurality of people, ideas, talents, and experiences. We highly encourage people of color, individuals with disabilities, and other historically underrepresented groups in our community to apply.

Mission: Cal Shakes redefines the classical theater for the 21st Century, making works of extraordinary artistry that engage with our contemporary moment so we might learn about ourselves and each other in the fullness of our world.

Equity, Diversity, and Inclusion Statement: At Cal Shakes, we believe that equity is a practice. Our actions--both onstage and off--can have a positive social impact by exposing oppression, addressing historic injustices, and showing how power can be transformed and shared in different ways. We endeavor to dismantle systemic bias by actively including, reflecting, and creating opportunities for our diverse Bay Area communities. We recognize that this work is ongoing and often imperfect, but we are committed to facilitating respect for the many facets of the human experience

Duties & Responsibilities

- Process any ticket, online reservation, or membership orders.
- Assist patrons with information about the plays, online offerings, box office policies, amenities, and the Bruns site, including directions to the theater and information about our Covid 19 Safety precautions.
- Handle customer service issues at point of contact when possible.
- Aid patrons using our sales website. Maintain familiarity with the website and the web sales process.
- Keep careful notes, track questions, and follow up on issues with the Associate Director of Marketing and Sales.
- With the Associate Director of Marketing and Sales, prepare, maintain and update an FAQ sheet to use as a resource for answering patron questions.
- Other duties as assigned.

Qualifications

- Share a respect for a diversity of backgrounds.
- Enjoy working in a creative, collaborative, fast-paced environment.
- Interact well with the public and provide excellent customer service.
- Prioritize and handle multiple projects simultaneously.
- Be computer literate and adept at learning new software, especially database/CRM software.
- Be able to make decisions and work under pressure with poise and diplomacy while without supervision.
- Maintain a strong attention to detail.
- Be able to work a flexible schedule including nights, weekends, and holidays.
- Possess excellent communication skills, especially communication via email and telephone.
- Bilingual candidates are ideal and may be eligible for additional compensation depending on developing needs.

Special Environmental Factors

- Sustained posture in a seated position for prolonged periods of time and must be able to withstand extended viewing of computer screens.
- Typical schedule is Monday-Friday, 9a-5p or 10a-6p, with some early mornings, evenings, and weekends,

as necessary, and particularly throughout the performance season.

- Cal Shakes theater space is located outdoors.

Supervision: The Box Office Associate reports to the Associate Director of Marketing and Sales.

Salary: \$15 per hour

Position: This position starts as a part time position of 12 to 20 hours per week, including both on site and at home hours. Our current online programming occurs on Tuesday and Friday evenings, so 2-6 PM on site shifts on those days would be included, while other shifts are open to negotiation at this time. Depending on the trajectory of the Covid 19 pandemic and restrictions related to it, there may be opportunities for the person holding this position to either increase their hours within this role or take on other duties and/or roles related to in person activities at the theater that may occur this summer and fall.

To apply: Email your cover letter and resume to info@calshakes.org.