

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

Position Summary:

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 produce. You'll also have the opportunity to engage in company dialogues about the art we create and the communities we touch.

About Cal Shakes:

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 (EDI) 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 using our ticketing software (Audience View Unlimited)
- 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 Box Office Manager.
- With the Box Office Manager, prepare, maintain and update an FAQ sheet to use as a resource for answering patron questions -including rentals and other events on the grounds
- 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.

CAL SHAKES

CALIFORNIA SHAKESPEARE THEATER

- 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.

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, 12-5PM, with some early mornings, evenings, and weekends, as necessary. During the performance season (May-Oct), hours extend to either 12-6PM or 1-8PM.
- Cal Shakes' theater space is located outdoors. Work at the theater may include extended standing, walking on uneven ground (hills, gravel, and rocks), working outdoors with no effective protection from weather for extended periods of time. Cal Shakes will accommodate alternatives as needed for accessibility.
- The Bruns Amphitheater is most accessible by car. It is preferable that the employee have access to and operate an automobile in order to work at the Amphitheater site, but Cal Shakes may be able to accommodate alternatives.

Reports to: Box Office Manager.

Salary: \$18/hour

Position: This position starts as a part time position of 12 to 20 hours per week on site. Cal Shakes is a fully vaccinated workplace. Full vaccination, including up to date booster dose(s), is required of all employees with accommodations made for sincerely held religious beliefs and medical exemptions.

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

California Shakespeare Theater is an equal opportunity employer. We have an inclusive work environment and actively embrace a diversity of people, ideas, talents and experiences. People of color are encouraged to apply.

For more information about Cal Shakes, please visit our website at <http://www.calshakes.org>

Thank you for your interest in joining the team at Cal Shakes!