Box Office Assistant
Third Rail Repertory Theatre
20 – 40 hours per week
$15.00 – $17.00 per hour
Reports to: Managing Artistic Director

To apply: Send a cover letter and resume to kelsea@thirdrailrep.org. Please use the subject line "Box Office Assistant."

Organization: Third Rail Repertory Theatre was founded in 2003 and quickly established itself as one of Portland’s most critically acclaimed theatre companies. It has garnered outstanding Portland theatre awards and since its first season, has experienced growth and critical praise. With a core company of professional theatre artists (who also volunteer in various aspects of the administrative functions), Third Rail produces thought-provoking, entertaining and challenging work with a focus on timely and resonant storytelling. From bringing exceptional stories to life that encourage empathy, inspire curiosity, and provoke dialogue, to being the Portland host to live-captured productions from the National Theatre of London, Third Rail is an ambitious, dynamic, professional theatre company challenging themselves, their audiences and their community.

Job Description: The Box Office Assistant oversees day-to-day operations of the Box Office and ensures a hospitable, smooth and responsive experience for patrons of all Third Rail programming. Position is responsible for data system (PatronManager CRM) and must demonstrate and ensure best practices in all data entry, reporting, ticket account management and fulfillment. This role is highly visible and interacts with patrons, donors, vendors, and community. Person will lead by example at all times and provide the highest level of customer service to all guests as well as maintain a positive first point of contact for all Third Rail audiences. Some evening and weekend hours will be required.

Qualifications:
Minimum one year of Box Office (or comparable) experience including customer service, data entry and maintenance, and generation of reports
Experience with Salesforce or PatronManager CRM system is preferred
Proficiency with Microsoft Office including Word, Excel, Outlook, PowerPoint and other Windows applications
Strong written and verbal skills
Knowledge of basic cash handling procedures and fiscal responsibility
Ability to work independently as well as work with a highly collaborative team
Willingness to work hands-on in assisting customers and staff
Successfully handle multiple priorities in high paced situations
Strategic thinker and problem solver
Ability to initiate and build relationships with customers and interact via telephone and in person with customers
Ability to maintain a high level of poise and professionalism in all circumstances
Ability to work a flexible schedule including days, evenings and weekends
Passion for and/or experience in the performing arts
**Essential Duties/Responsibilities:**
- Daily Box Office Communications (voicemails/emails)
- Assist customers with purchase decisions
- Resolve customer conflicts with guidance from supervisor as needed
- Maintain knowledge of items currently available to customers
- Understand and relate purchasing policies to customers
- Collect complete and accurate data from customers
- Process phone and in person orders using Salesforce based PatronManger CRM
- Provide feedback in regards to customer entertainment preference and purchasing habits
- Follow proper cash handling procedures and reconcile daily transactions
- Maintain a positive attitude and a genuine interest in helping others
- Work regular weekly shifts, including days, weekends and evenings as assigned
- Ascertain and resolve customer concerns, requests, and/or complaints in a timely, courteous and informed manner
- Contribute to the environment of the Box Office in a manner that is conducive to customer service, sales promotion, safety, and quality of work life
- Maintain quality database entry practices when completing regular database maintenance projects
- Run night of show walk up sales and will call distribution and troubleshoot customer issues in a professional manner
- Manual/Binder prep for all Third Rail Programming
- On-site Box Office for all Third Rail Programming
- Perform other duties as required

Third Rail Repertory Theatre is an equal employment opportunity employer. Employment decisions are made without regard to race, color, citizenship status, national origin, ancestry, gender, gender identity, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. Third Rail complies with the law regarding reasonable accommodation for disabled employees.