

Seasonal Box Office Representative:

Beginning May of 2025 for Lyric's "Summer at the Civic" Season

The part-time Box Office Associate is responsible for providing outstanding service to all patrons and potential patrons as the first touchpoint in the Lyric Theatre experience. This Box Office position is key to providing patrons with valuable information regarding upcoming productions and events, navigating ticketing systems to acquire and renew subscriptions, and selling tickets. The representative maintains administrative excellence in terms of processes and procedures. Hours are 12-5 M-F, plus evenings during show weeks (June 17-22, July 8-13, July 29-Aug 3)

The Ideal Applicant:

- Ability to remain calm and pleasant under pressure
- Ability to work nontraditional hours during performance week
- Ability to work independently and as a team member
- Ability to multi-task on multiple projects and to adhere to strict deadlines
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Has a passion for theater/the performing arts, arts education, and/or community engagement through the arts

Essential Job Functions:

- Answer box office phone during business hours and assist patrons as needed
- Sell tickets to Plaza, Civic, and Academy productions from all sources, including phone calls, walk-ins, email, fax, and ticket window
- Assist with working the box office shifts at Lyric's Plaza Theatre and Civic Center during performances
- Consult with patrons to process season subscriptions
- Complete ticket exchanges and ticket reprints for subscribers
- Be knowledgeable in ticket policies, pricing, seating, and production content for speaking with patrons
- Unlock the front door, roll-gate theatre entrances
- Greet all guests, connect them with staff if they are arriving for a meeting, or direct them further
- Call/contact staff who have a guest and don't happen to be in the building; take a message if the staff person can't be reached
- Politely greet and dismiss solicitors
- Accept and sign for all mail, packages, and deliveries
- Tidy up and organize the lobby reception area

Physical Requirements:

Must be able to lift and/or move up to 25 pounds. Sitting and standing for periods longer than an hour may be required. Spending time on the phone in an environment of moderate noise levels is required. Repetitive movement of hands and fingers - typing and/or writing. Frequent standing and/or sitting. Occasional walking, stooping, kneeling, or crouching. Reach with hands and arms.