Position: **Box Office Associate**
Status: Non-exempt, hourly, part-time position
Reports to: Patron Services Manager
Location: Performing Arts Houston, Houston TX
Salary: $18/hour
To Apply: Submit resume and email identifying interest to: employment@performingartshouston.org

Performing Arts Houston is an equal opportunity employer – we value diversity. All are encouraged to apply. Strong candidates will work in alignment with Performing Arts Houston’s [Mission and Values](#)

**Box Office Associate** will be responsible for providing excellent customer service to ticket buyers at performances presented by Performing Arts Houston, including walk-up sales, will-call pickup, and resolving patron ticketing requests, as well as administrative support during office hours. Box Office Associates interact directly with Performing Arts Houston patrons. The best suited individuals are friendly and courteous, appreciate live arts, and enjoy interacting with the public. This position involves training on, and use of, the Spektrix sales interface. The work schedule will be based on Performing Arts Houston’s upcoming performances. Most performances occur in the Theater District, at Jones Hall for the Performing Arts and the Wortham Center.

### Specific Responsibilities:
- Attend to ticket sales, Will Call distribution, and patrons requests at Performing Arts Houston performances, using Spektrix ticketing system.
- Work with Performing Arts Houston staff to provide the highest level of customer service.
- Resolve patron concerns and requests in a timely, courteous, and informed manner.
- Maintain knowledge of shows currently available to patrons.
- Understand and relate purchasing policies to patrons.
- Collect and record complete and accurate data from patrons.
- Ability to work weekday and weekend evenings. The full performance schedule is provided below.
- Assist with VIP experiences as needed.
- Perform other duties as required.

### Current Performance Work Schedule (subject to change, in addition to office hours)

<table>
<thead>
<tr>
<th>Date/s</th>
<th>Hours Needed (Minimum)</th>
<th>Artist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday, September 9, 2022</td>
<td>4:00 PM – 8:00 PM</td>
<td>My Name is Not Mom</td>
</tr>
<tr>
<td>Saturday, September 10, 2022</td>
<td>4:00 PM – 8:00 PM</td>
<td>My Name is Not Mom</td>
</tr>
<tr>
<td>Saturday, October 1, 2022</td>
<td>4:00 PM – 8:00 PM</td>
<td>Cloud Gate Dance Theatre of Taiwan</td>
</tr>
<tr>
<td>Friday, October 7, 2022</td>
<td>4:00 PM – 8:00 PM</td>
<td>Tom Papa</td>
</tr>
<tr>
<td>Friday, October 14, 2022</td>
<td>4:00 PM – 8:00 PM</td>
<td>Diavolo</td>
</tr>
<tr>
<td>Saturday, October 15, 2022</td>
<td>4:00 PM – 8:00 PM</td>
<td>Diavolo</td>
</tr>
<tr>
<td>Sunday, October 16, 2022</td>
<td>3:00 PM - 7:00 PM</td>
<td>Mariachi Herencia de Mexico</td>
</tr>
</tbody>
</table>
Essential Skills/Qualifications:
- Excellent interpersonal communication skills and an authentic interest in interacting with the public.
- Ability to maintain a high level of professionalism in all circumstances.
- Experience in customer service is a plus, as is prior experience with Point-of-Sale systems.
- Good attention to detail.
- Passion for and/or experience in the performing arts is a plus.

We've announced our 22/23 Season! There's a lot to look forward to.

Performing Arts Houston seeks to become a mirror for the cultures and creativity of our city, and a window to the wider world of live performing arts. For 55 years, we've presented remarkable experiences in Houston’s theaters and venues.
**How to Apply:**
A cover letter is required for consideration for this position and should be attached as the first page of your resume. The cover letter should address your specific interest in the position and outline skills and experience that directly relate to this position. Applications will be accepted through email to employment@performingartshouston.org

Potential employees must pass a background check and provide proof of COVID vaccination and booster.

**Performing Arts Houston Provides:**
Approximately 8 hours of training prior to the first performance shift. Theater District parking for scheduled shifts provided by company. Associate to receive special ticket offers to select performances.