



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 (approx. 20 hours per week)
To Apply: Submit resume and email identifying interest to:
employment@performingartshouston.org
Posted: Open until filled

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 and will include day time office hours. 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 patron requests at Performing Arts Houston performances, using Spektrix ticketing system.
- Provide additional administrative support during office hours including data management, phone and telemarketing support, responding to patron emails, preparation for performances, and more. Office hours to be coordinated on a weekly (bi-weekly) basis.
- 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 communicate purchasing policies to patrons.
- Collect and record complete and accurate data from patrons.
- Assist with VIP performance experiences as needed.
- Ability to work weekday and weekend evenings. The full performance schedule is provided below.

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.

22/23 Performance Schedule follows:

(in addition to office hours / performance schedule subject to change,)

Date/s	Hours Required (Minimum)	Artist
Friday, September 9, 2022	4:00 PM – 8:00 PM	My Name is Not Mom
Saturday, September 10, 2022	4:00 PM – 8:00 PM	My Name is Not Mom
Saturday, October 1, 2022	4:00 PM – 8:00 PM	Cloud Gate Dance Theatre of Taiwan
Friday, October 7, 2022	4:00 PM – 8:00 PM	Tom Papa
Friday, October 14, 2022	4:00 PM – 8:00 PM	Diavolo
Saturday, October 15, 2022	4:00 PM – 8:00 PM	Diavolo
Sunday, October 16, 2022	3:00 PM - 7:00 PM	Mariachi Herencia de Mexico
Tuesday, October 18, 2022	4:00 PM – 8:00 PM	Van Cliburn International Piano Competition
Sunday, October 23, 2022	9:00 AM – 5:00 PM	Mutts Gone Nuts
Saturday, November 5, 2022	4:00 PM – 8:00 PM	Blue Man Group
Sunday, November 6, 2022	9:30 AM – 1:30 PM 3:00 PM – 7:00 PM	Blue Man Group
Sunday, November 13, 2022	3:00 PM - 7:00 PM	Tenebrae
Friday, November 18, 2022	4:00 PM – 8:00 PM	Matthew Whitaker
Sunday, November 27, 2022	3:00 PM - 7:00 PM	Nigella Lawson
Sunday, December 4, 2022	3:00 PM - 7:00 PM	Blind Boys of Alabama with Special Guest Sarah Grace & The Soul
Friday, December 23, 2022	11:30 AM – 7:30 PM	Cirque Dreams
Saturday, December 24, 2022	7:30 AM – 3:30 PM	Cirque Dreams
Saturday, January 28, 2023	7:30 AM – 3:30 PM	Gazillion Bubble Show
Friday, February 3, 2023	4:00 PM – 8:00 PM	Dance Theater of Harlem
Saturday, February 4, 2023	10:30 AM – 2:30 PM	Dance Theater of Harlem
Friday, February 24, 2023	4:00 PM – 8:00 PM	New Now (HACP)
Saturday, February 25, 2023	4:00 PM – 8:00 PM	New Now (HACP)
Sunday, February 26, 2023	3:00 PM - 7:00 PM	Mnozil Brass
Monday, March 6, 2023	4:00 PM – 8:00 PM	Neil deGrasse Tyson
Friday, March 10, 2023	4:00 PM – 8:00 PM	Ragamala Dance Company
Tuesday, March 14, 2023	4:00 PM – 8:00 PM	Preservation Hall
Wednesday, March 15, 2023	4:00 PM – 8:00 PM	Randall Goosby
Wednesday, March 22, 2023	4:00 PM – 8:00 PM	Our Planet Live in Concert
Thursday, March 23, 2023	4:00 PM – 8:00 PM	STOMP
Friday, March 24, 2023	4:00 PM – 8:00 PM	STOMP
Saturday, March 25, 2023	10:30 AM – 2:30 PM 4:00 PM – 8:00 PM	STOMP (2 performances)
Sunday, March 26, 2023	9:30 AM – 1:30 PM	STOMP
Friday, April 21, 2023	4:00 PM – 8:00 PM	Gregory Maqoma's Vuyani Dance Theatre
Friday, April 28, 2023	4:00 PM – 8:00 PM	Felipe Esparza

Saturday, April 29, 2023	4:00 PM – 8:00 PM	Ak Dang Gwang Chil (ADG7)
Friday, May 5, 2023	4:00 PM – 8:00 PM	Third Coast Percussion
Saturday, July 29, 2023	7:30 AM – 2:30 PM	Bluey's Big Play
Sunday, July 30, 2023	9:30 AM – 4:30 PM	Bluey's Big Play

[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