

# Job description – Box Office Associate

**About us** The Hawaii Theatre Center is a small, creative-led non-profit in the heart of Honolulu. Our mission is to offer our community a broad range of high-quality entertainment, cultural, and educational programs. We aim to enrich the quality of life in Honolulu through connection and art. Hawaii Theatre Center is a venue for internationally acclaimed artists visiting the island and is known as the Pride of the Pacific.

Our work environment includes:

- Lively atmosphere
- Regular social events
- Fast paced environment
- Unique company perks

## **Job description:**

We are currently seeking to add a Box Office Associate position to our fantastic team. The Box Office Associates are often the first encounter our patrons have with the theatre and are responsible for creating a memorable experience.

Duties and Responsibilities:

- Fulfilling Front of House (FOH) duties
- Providing accurate information on all HTC events
- Processing/selling tickets through the provided ticketing software both by telephone and in-person
- Maintaining accurate data entry on all new and current member files
- Cash, credit card, check handling
- Providing quality customer service to new and returning customers
- Maintaining on-going relations with Theatre members and Volunteers
- Providing an outstanding experience at the Theatre for all patrons with showtime related tasks
- Following all policies and procedures of the Box Office and Theatre as applicable
- Marquee Management keeping it updated and processing display/messages for donors
- Report creation and maintenance for accurate data stewardship
- Performing additional duties as directed by management
- Preparing mailing envelopes

**PREFERRED QUALIFICATIONS AND REQUIREMENTS:**

- Theatre knowledge
- Customer service
- Hospitality
- Knowledge of Patron Manager software

- Computer literate
- Excellent verbal/written communication skills
- Excellent interpersonal skills
- Ability to prioritize projects
- Work well under high-volume and high pressure circumstances

Job Type: Part-time

Experience:

- Customer Service: 1 year (Preferred)
- Entertainment/Hospitality: 1 year (Preferred)

Benefits:

- Flexible schedule
- Medical, Dental, and 401(k)/Retirement plan
- Parking in downtown Honolulu

Working days:

- **Tuesday - Saturday: 10 AM to 4 PM**
- **Weekends (showtimes)**

Job Type: Part-time

**Pay:** From \$16.00 per hour

Benefits:

- Dental insurance
- Employee discount
- Flexible schedule
- Health insurance

Schedule:

- 4 hour shift
- Day shift
- Evening shift
- Holidays
- Weekends

Work Location: In person