



Title: Operations Assistant Reports To: Operations Manager

Job Status: Part-Time Employee Date: February 2021

Manages: N/A

Summary: The Operations Assistant is responsible for supporting show and event operations of The Acorn Center for the Performing Arts (ACPA), specifically patron communications, front of house and box office. The Operations Assistant reports to the Operations Manager.

Essential Show Day Functions and Responsibilities

The Operations Assistant will work on site the day of shows on a rotating schedule, either as Box Office or Front of House Staff.

- Box Office
 - Open theater
 - Show set up
 - Reserved seat management
 - Customer service in person and by phone
 - Execute ticket sales
- Front of House
 - Coordinate venue set up plans
 - Assist with event set up
 - Oversee event volunteers
 - Coordinate hospitality, tech and event needs
 - Close theater

Essential Patron Communication and Admin Responsibilities

- Patron Communications
 - Monitor several email accounts and respond to all patron inquiries
 - Monitor voicemail and respond to patrons
- Admin
 - Execute ticket refunds, exchanges and credits
 - Maintain accurate Google tracking sheets
 - Other duties as assigned

Skills, Knowledge and Abilities

- Excellent customer service skills and ability to develop relationships with patrons, volunteers, artists, Board members and colleagues
- Excellent communications skills, both written and verbal
- Positive attitude
- Organized with an attention to detail
- In depth working knowledge of Microsoft Word and Excel (or Google Docs and Sheets)
- Working knowledge of Google Suite
- Knowledge of ticketing systems a plus (Audience View)
- Theater Operations experience a plus

This position requires flexible hours including some Friday and Saturday evenings.

The Acorn is an equal opportunity employer and does not discriminate on the basis of race, color, gender, religion, age, sexual orientation, national or ethnic origin, disability, marital status, veteran status or any other occupationally irrelevant criteria.

To apply, please send a resume to ACORNOPS@AcornLive.org.