



Title: Box Office & Admin Coordinator Reports To: Manager of Marketing & Programs

Job Status: Part-Time Employee Date: February 2022

Manages: N/A

Summary: Box Office & Admin Coordinator is responsible for supporting show and event operations of The Acorn Center for the Performing Arts (ACPA). Serving as one of several box office/front of house staff, this position is primarily responsible for day of show support. They will also support show advancing, artist liaison and hospitality. The Box Office & Admin Coordinator reports to the Manager of Marketing & Programs.

Essential Show Day Functions and Responsibilities

The Box Office & Production Coordinator will work on site the day of shows. Crossed trained as both 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
- Additional responsibilities include:
 - CRM Management: list pulls, data standards maintenance
 - Support staff and board in administrative tasks such as calendar maintenance
 - Office management including supply ordering and mail distribution
 - Donor acknowledgments
 - Tracking merchandise inventory and purchasing items as needed
 - 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 weekends and 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 using the subject "Box Office & Admin Coordinator Application_Last Name".