

# WESTPORT COUNTRY PLAYHOUSE

## BOX OFFICE SUPERVISOR

---

**Status:** Full Time / Regular / Exempt

**Reports to:** Box Office Manager

**Salary:** \$42,300 + benefits

### THE POSITION

The **Box Office Supervisor (BOS)** supports the Box Office Manager in the everyday function of the box office, including single ticket and subscription ticket sales and processing and providing exceptional customer service to WCP patrons. Additionally, the Box Office Supervisor will serve as the First-Time Subscriber Concierge.

### ESSENTIAL FUNCTIONS

- Aid in day-to-day functions of the Box Office, including answering phones, listening to voicemails, processing ticket orders received via mail or fax, resolving any customer disputes and complaints, and preparing will call tickets on performance days.
- On production days, the BOS will work the will-call window and, when scheduled, stay through intermission to process ticket orders and help answer questions.
- During the run of each show, the BOS will determine which subscribers have not attended on their ticketed night and will work with other Box Office staff to call these subscribers and attempt to exchange them to an upcoming performance.
- As First-Time Subscriber Concierge, the BOS will mail first time subscribers a welcome packet, working with Director of Marketing (DOM) to determine timing for mailings and what to include in the welcome packet. Follow up on the mailings with a phone call the week before each subscribers show to help answer any questions they may have prior to attendance.
- All box office staff will work with the marketing department to determine which performances need to be papered; identify a group(s) of people to invite; send complimentary ticket offers via email, phone or mail; track responses and seat patrons.
- Fulfill all requests for donations and maintain a spreadsheet to track donations. Alert Community and Sales Manager if any requesting organizations look like groups we should work with on future events.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Customer service experience
- Flexibility in schedule
- Ability to work nights and weekends
- Positive attitude, strong work ethic and a sense of humor
- Commitment to equity, diversity, and inclusion
- Excellent collaborative, verbal, and written communication skills
- Knowledge of Microsoft Word and Excel

## **SPECIAL COVID FACTORS**

- All Westport Country Playhouse employees are required to be fully vaccinated against COVID-19 as defined by the Centers for Disease Control and Prevention (CDC).

## **ABOUT WESTPORT COUNTRY PLAYHOUSE**

The Westport Country Playhouse acknowledges the indigenous peoples and nations of the Paugussett that stewarded the land and waterways of Westport, Connecticut

The Playhouse is a non-profit organization that produces theater from playwrights, actors, directors, and designers of all backgrounds, while entertaining audiences and exploring human and societal issues along the way.

We have begun the process of creating an antiracist environment with our staff, artists, community leaders, and board members. We are having ongoing discussions around equity, diversity, and inclusion (EDI) as well as relevant training in antiracist practice, bystander intervention, and social justice. Playhouse staff must be committed to building an antiracist culture.

## **YOU SHOULD APPLY**

The Playhouse is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. Applicants from populations underrepresented in the theater field are strongly encouraged to apply. All qualified applications will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status.

A relocation stipend may be available, to be discussed upon job offer.

For more information about the Playhouse and other job opportunities, visit [westportplayhouse.org](http://westportplayhouse.org).

## HOW TO APPLY

- Send cover letter and resume to [resume@westportplayhouse.org](mailto:resume@westportplayhouse.org) with subject line:  
**Box Office Supervisor**
- Or mail to:  
Box Office Supervisor Search  
Westport Country Playhouse  
25 Powers Court  
Westport, CT 06880
- Application deadline: October 31, 2023
- No phone calls or drop-in visits, please.