

**South Orange Performing Arts Center
Employment Opportunity: Audience Services Assistant (Part-time)**

South Orange Performing Arts Center (SOPAC) is a multidisciplinary arts center that presents innovative artistic and educational cultural experiences through music, theater, dance, comedy and family performances.

SOPAC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.

Audience Services Assistant (Part-time)

SOPAC is seeking a high-energy, organized, versatile individual for the position of Audience Services Assistant. The Audience Services Assistant will assist SOPAC's Audience Services department with administrative support, Box Office and Front of House operations. This position includes regular administrative weekday shifts and evening shifts during select performances. The ideal candidate will have the following qualities: highly personable, exemplifies calm under pressure, outstanding oral and written communication skills and able to manage multiple tasks and changing duties.

Essential Duties and Responsibilities:

- Preparing spreadsheets, newsletters, reports, assist with database management and provide administrative support to the office of Audience Services.
- Maintain & update various administrative calendars.
- Draft and schedule performance related emails. Update online surveys via SurveyMonkey and aggregate the information collected.
- General knowledge of ticketing software—troubleshooting, ticket returns, etc.
- Oversee Front of House operations during SOPAC events; providing support & direction for the house manager, concession/bar sales, merchandise sales and the Box Office.
- Maintain all rules and regulations - including those related to SOPAC policies & procedures, audience safety and compliance with Americans with Disabilities Act (ADA).
- Resolve ticketing issues and address patron concerns.
- Perform back-up duties for Box Office and FOH positions as needed.

Qualifications:

- Ability to manage multiple tasks and priorities with attention to detail.
- Knowledge of performing arts.
- Experience with Patron Manager or Salesforce a plus.
- Strong interpersonal communication skills, both verbal and written.
- Strong computer skills, experience with Microsoft Office applications (Excel, Word, Outlook) and all social media platforms.
- Ability to multi-task and problem-solve.
- Experience in Box Office and Front of House operations or hospitality management setting.
- Excellent customer relations skills.
- Strong team building and management skills; must be responsible, mature and able to maintain calm control in stressful or emergency situations.
- Experience with monetary transactions.
- Required daytime, evening and weekend availability on a regular basis.

Compensation: Part-time, hourly employment, 15-25 hours weekly

Reports To: Director of Audience Services

To Apply: Please submit résumé, cover letter and three professional references via e-mail to boxoffice@SOPACnow.org with “Box Office Representative” in the subject line.

No phone calls, please. *Thank you for your interest in working at SOPAC. Once submitted, we will review your résumé. If your background fits our needs, you will be contacted for an interview.*