

**South Orange Performing Arts Center  
Employment Opportunity: Box Office Representative (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.

**Box Office Representative (Part-time)**

SOPAC is seeking a part-time Box Office Representative for ticket sales and customer service. Box Office Representatives are the first people that patrons interact with when they call or visit the SOPAC Box Office and play an instrumental role in creating a positive experience for guests attending SOPAC events. SOPAC is seeking attentive, courteous and detailed orientated individuals who are committed to advancing SOPAC's reputation as a premier regional performing arts center. The successful applicant will be a responsible, mature, punctual team-player with a warm and friendly attitude and an appreciation for the performing arts.

**Essential Duties and Responsibilities:**

- Handling and processing single and subscription ticket sales for SOPAC-presented and rental performances as well as processing memberships, gift cards and donations.
- Informing patrons about upcoming performances, providing descriptions, dates, times and additional information to help them with their purchasing decisions.
- Assisting patrons with venue information, including directions, local dining, parking, special needs accessibility, etc.
- Welcoming guests to SOPAC for performances and fulfilling will call and/or ticket sales at events.
- Maintaining a positive and professional attitude at all times.
- Directing phone calls to appropriate SOPAC staff during Box Office hours.
- Assisting with database management, researching supplemental event information and other administrative support as needed.

**Qualifications:**

- Required daytime, evening and weekend availability on a regular basis.
- Excellent internal and external customer service skills.
- Experience in retail, hospitality or customer service.
- Experience with Microsoft Office applications. (Excel, Word, Outlook)
- Knowledge of performing arts.
- Experience with monetary transactions, excellent math skills.
- Previous box office experience/experience with ticketing software preferred.

**Compensation:** Part-time, hourly employment

**Reports To:** Director of Audience Services

**To Apply:** Please submit résumé, cover letter and three professional references via e-mail to [boxoffice@SOPACnow.org](mailto: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.*