Box Office Associate
Job Description

Program/Department: Audience Services
Direct Report: Box Office Manager
Classification: Non-Exempt | Seasonal | Hourly
Compensation: $16/hr
Work Schedule: Approximately 10 hours/week during performance weeks
Thursdays – Fridays, Mondays, 6:30PM – 8PM, Sundays, 3:30PM – 5PM

East West Players, Inc. (EWP) is a non-profit organization with a mission of producing artistic works and educational programs that foster dialogue exploring Asian Pacific experiences.

EWP seeks a Box Office Associate to support the activities of the Audience Services Department.

Responsibilities include, but are not limited to the following:

- Represent East West Players’ policies and mission of producing artistic works and educational programs that foster dialogue exploring Asian Pacific experiences with ticket buyers and donors.
- Ticketing transaction responsibilities include but are not limited to: Sales, exchanges, donations, printing, and filing.
- Interface with Marketing, Development, and Finance Departments.
- Maintain knowledge of box office systems and procedures, eventual expertise with ticketing software
- Will Call management and problem solving
- Workspace organization, general office support
- Trouble-shoot any ticketing or customer service issues
- Accurately input patron data into CRM
- Maintain current knowledge of EWP, the shows, and the Little Tokyo neighborhood
- Other duties as assigned

Required Competencies:

- Excellent customer service skills, speaking and writing skills
- Prioritizing Tasks and Responsibilities
- Cash responsibility
- Microsoft Office knowledge & Computer navigation skills

Preferred Experience in:

- Making quick decisions in high-pressure and time-sensitive situations
- Front line patron service appearance and demeanor
- Ability to work long hours seated or standing and work well in others in confined spaces
- Ability to maintain clean and organized shared work areas
- Flexible work schedule

Applicant Instructions:
Send resume, cover letter, and availability for work to team@eastwestplayers.org. Please make the subject line of your email “Box Office Associate”. No phone calls please. Candidates are encouraged to apply before February 1st.

EWP provides all persons with equal employment opportunities without regard to race, color, religion, sex, national origin, disability, age, veteran or marital status or any other characteristic protected by federal, state, or local law.

Updated 1/24/2022