



**JOB DESCRIPTION: Box Office Representative**

Rev. 4/2026

**Job Title: Box Office Representative**

**Reports to: Box Office Manager**

**Department: Box Office**

**FLSA Classification: Part-Time, Non- Exempt**

**Wage/Compensation: \$17.24 per hour**

Goodspeed Musicals is committed to cultivating an environment where equity, diversity, inclusion, accessibility, and belonging are experienced at all job levels throughout our organization. Goodspeed is proud to be an Equal Opportunity Employer and aims to have a diverse staff that is representative of all theatre makers. BIPOC, LGBTQIA+, and people with disabilities are strongly encouraged to apply

**General Statement of Job Function:**

The Box Office Representative will be an essential part of the Goodspeed Musicals' Box Office team, working in a fast-paced and positive environment. The Box Office Representative will sell single tickets, season tickets, packages, and memberships, while providing information about our organization and our events. Must be comfortable working with a computerized ticketing system, have a professional demeanor, and provide superior customer service both in person and on the phone. This is a part-time position that includes weekdays, weekends, and some evenings. 15-25 hours per week.

**Primary Duties & Responsibilities:**

- Provide a superior level of customer service at the Box Office window and over the phone, ensuring every interaction is handled with professionalism.
- Accurately process ticket orders, exchanges, and donations using our Patron Manager ticketing software.
- Assume responsibility for maintaining the accuracy of precise financial transactions using cash, checks, and credit cards.
- Maintain current and comprehensive knowledge of all Goodspeed shows and events.
- Uphold Box Office policies and procedures consistent with Goodspeed Musicals standards.
- Maintain a working knowledge of the ticketing system with the ability to make corrections and fix issues as they arise.

- Work all scheduled shifts and arrive at work on time.
- Other duties as assigned.

**Required Qualifications & Skills:**

- Proficiency in basic computer skills, including the ability to navigate common software applications and perform routine digital tasks.
- The ability to remain calm, focused, and friendly in a fast-paced environment.
- A natural ability to build rapport with patrons and provide exceptional service.

**Preferred Qualifications & Skills**

- Experience in a customer support role.
- Experience with Patron Manager ticketing software.
- A commitment to an equitable work environment, which includes use of gender inclusive language; support for individual gender expression, racial equity and inter-generational collaboration; accessibility for people with disabilities; and cultural sensitivity.