

BOX OFFICE ASSOCIATE

The Speakeasy -- San Francisco's premiere immersive theatrical experience -- is seeking a well spoken, enthusiastic, and tech savvy Box Office Associate to handle ticket sales, inbound sales, and promotional fulfillment.

Located in a secret location in historic North Beach, The Speakeasy takes guests back in time to an illegal, underground gin joint in prohibition-era San Francisco. Forty characters mingle with guests in our 9,000 sq. ft. venue that includes a vaudeville cabaret, crooked casino, two bars, hidden passages, false store fronts and more.

CLASSIFICATION

Part-time, approx 20-30 hours/week.

JOB PURPOSE

Box Office Associates are responsible for providing excellent customer service, helping to craft an exceptional experience from the first touch point. The Associate will be a key members of The Speakeasy ticketing team, reporting to the Box Office Manager. This position requires working some evenings and weekends.

RESPONSIBILITIES

Box Office Operations

- Selling tickets over the phone and via the Internet, until sales close on show days.
- In conjunction with the Service team, handle clerical fulfillment for same-day sales.
- Process credit card and voucher transactions with accuracy.
- Develop proficiency in multiple softwares including ticketing, help desk, and task management.
- Investigate ticket issues, resolve guest concerns, and escalate to a manager when necessary.
- Maintain knowledge of all events, services, and procedures.
- Adhere to the sales and customer service policies and procedures.
- Assist with marketing projects and other duties as assigned.

Inbound Sales Operations

- Identify opportunities for revenue enhancement, offering upsells whenever reasonable.

- Proactively contact patrons who have indicated interest in purchasing specialty packages.
- Negotiate specialty packages and group sales, escalating to a manager as necessary.

Customer Care

- Be a professional, friendly and welcoming voice of The Speakeasy.
- Sustain patient guidance to guests who may be unfamiliar with immersive theatre.
- Demonstrate empathy for guests' needs, engaging with them enthusiastically and efficiently to provide superior customer service.
- Share your knowledge and insight of the theater, surrounding restaurants, parking, etc. to meet and exceed our guests' needs.

REQUIREMENTS

- Exceptional communication skills.
- Consistent attendance and punctuality.
- Flexibility to work nights, weekends and/or holidays when needed.
- 1+ year experience working in a theater or other arts organization strongly preferred, preferably in a Box Office or Front of House position.
- 1+ years customer service.
- Ability to maintain professionalism, courteously and tactfully interacting with all guests and co-workers.
- Ability to remain calm in a fast paced environment.
- Proficient computer and typing skills, knowledge of Google software (Gmail, Google Docs, Google Sheets, Google Drive) strongly preferred.
- Previous experience with ticketing software preferred.
- Previous experience with outbound sales preferred.

Please send your cover letter and resume to boxofficemanager@thespeakeasysf.com. We will contact you if we are interested in scheduling an interview.

Please no phone calls or in-person inquiries.

The Speakeasy values a diverse workforce and is an equal opportunity employer.