



*The mission of The Sofia, Home of B Street, is to promote cultural enrichment, social interaction, education, and literacy through the shared experience of live and virtual theater, and the performing arts.*

**Box Office Associate**  
**Reports to: Box Office Manager**  
**Compensation: \$17.50/Hour**  
**Full-Time or Part-Time**

The Box Office Associate at The Sofia: Home of B Street Theatre is responsible for all ticket and subscription sales, as well as customer service support including will-call operations.

**Responsibilities:**

- Communicate effectively and courteously with a genuine desire to provide quality customer service.
- Accurately process single/subscription ticket orders, sales, gift certificates, ticket exchanges, and donations through the patron database.
- Provide accurate information about productions, ticket prices, marketing offers, available seats, etc., to the general public and theatre company members.
- Prepare and distribute tickets and subscriber information for daily will-calls.
- Assist patrons with special seating accommodations and ADA needs.
- Contact patrons regarding upcoming shows and subscription deadlines.
- Answer phones to assist customers and promptly return voicemails.
- Update and maintain the client and donor database.
- Assist Supervisor by preparing sales reports as requested.
- Ensure the lobby and box office areas present a professional and welcoming front of house environment.
- Other duties as assigned by the Box Office Manager.

**Required skills:**

- Exceptional phone skills
- Strong verbal communication skills
- Familiarity with Gmail, Outlook, and Microsoft Office Suite
- Ability to learn the Box Office platform
- Ability to switch between tasks quickly and efficiently
- Self-motivated
- Works well with a team

**Benefits:**

- Flexible schedule
- Paid training
- Paid to watch our shows
- Complimentary tickets to concerts and plays
- Participation in team building including opportunities to be on stage

**Schedule:**

- Day shift
- Evening shift
- Tuesday to Sunday

**Please send resume and cover letter to: [Jobs@BStreetTheatre.org](mailto:Jobs@BStreetTheatre.org)**