I. **TITLE:** Box Office Associate  
   DEPARTMENT: Sales & Services  
   GRADE: Full Time, Salary  
   FLSA: Non-Exempt  
   COMPENSATION: $34,000

II. **POSITION SUMMARY:**  
   The box office associate serves Ballet Austin as a lead salesperson for the organization’s box office by providing information about Ballet Austin products and services, initiating/completing sales transactions, and resolving customer service issues. This position, in following established department protocols, will exercise individual judgment to ensure the best-possible customer experience. The associate box office manager is highly knowledgeable about all Ballet Austin products and services and works to convert all customers—both current and potential—into loyal Ballet Austin ticket buyers, subscribers, donors and students/clients.

III. **ESSENTIAL FUNCTIONS:**  
   • Assist customers by phone, email and in person  
   • Manage daily process for mailing tickets and will call, including season tickets  
   • Assist with set up of remote box offices at Ballet Austin and at the Long Center  
   • Assist with training and managing part-time box office staff and volunteers at all shows and assist with scheduling  
   • Assist with creating and implementing box office policies and procedures as well as post-sale ticket buyer communication strategies  
   • Assist with managing updates to the Ballet Austin website related to upcoming productions and audience experience/guest services information

IV. **OTHER ACCOUNTABILITIES:**  
   • Other duties as assigned

V. **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**  
   • Ability to sit or stand at a desk typing and talking on the phone with a provided headset for hours at a time  
   • Ability to lift and transport light equipment  
   • Some evening and weekend work is required throughout the season

VI. **EDUCATION AND EXPERIENCE:**  
   • Minimum qualifications  
     o Excellent customer service skills with the ability to efficiently and effectively resolve issues for internal and external customers, frequently in a time-sensitive environment  
     o Excellent organizational and time management skills with the ability to work in a collaborative environment, prioritize and manage multiple, ongoing projects while meeting deadlines  
     o Excellent written and verbal communications skills  
     o Strong analytical and problem-solving skills with a flexible mindset  
     o Proficient knowledge of the Microsoft Office Suite  
   • Preferred qualifications  
     o 1-2 years of experience with Tessitura or other recognized box office ticketing/CRM platform
VII. COMPETENCIES -- KNOWLEDGE, SKILLS AND ABILITIES:
- Collaborative
- Effective communicator
- Customer-focused
- Values differences
- Resourceful
- Situationally Adaptive
- Instills Trust

VIII. ORGANIZATIONAL RELATIONSHIPS:
- Reports to: Director of Business Analytics
- Supervises: Some supervision of volunteers and Ballet Austin staff members assisting in the box office at Ballet Austin and the Long Center
- Supports: Audience Engagement, Sales & Services; Business Analytics
- Peer collaboration/communicates with: Ballet Austin staff & external customers

TO APPLY
Please email cover letter, resume, to HR@balletaustin.org

BACKGROUND SEARCH REQUIRED
NEW HIRES WILL BE ASKED TO PROVIDE PROOF OF COVID-19 VACCINATION

Ballet Austin is committed to enhancing the diversity of our student body, faculty, and staff. Hiring and other employment-related decisions are made on the basis of an individual’s qualifications, past experience, overall performance and other employment-related criteria. In conjunction with Ballet Austin’s commitment to increasing the racial diversity within our organization, we are particularly interested in receiving inquiries from applicants of color. It is the policy of Ballet Austin to provide equal opportunities for employment and advancement for all individuals, regardless of age, gender, race, religion, color, disability, veteran status, sexual orientation, national origin, or any other legally protected category.