

Box Office & Education Administrator Job Description

Playhouse Theatre Group Inc.

Updated December 2024

This dual-role position ensures that professional, knowledgeable, and friendly customer service (be it inquiry, registration or purchase) is offered at both the Playhouse on Park box office and all Playhouse Theatre Academy educational venues. The administrator's primary responsibilities include being a centralized source of information for all guests, selling tickets to patrons, ensuring a smooth registration process for all students and their families, and providing peripheral support to teaching artists and box office operations.

Primary Responsibilities

- Serve as the point of contact for visitors and team members at Playhouse Theatre Group locations, helping to ensure we provide a professional, safe, and customer-focused environment(s).
- Provide exemplary customer service by addressing inquiries, greeting and signing in students for classes, assisting with class registration and ticket purchases, and dealing with patron concerns efficiently either in person, on the phone, or via email.
- Utilize our online ticketing systems, registration management software systems, and other applicable computer and phone programs.
- Manage accurate daily financial transactions (cash, checks and credit cards) and coordinate all aspects of student registrations, this includes end-of-day reconciliation.
- Responsible for the opening and closing routines for all worked venues, as well as, ensuring the maintenance of box office security, adherence of child safety policies and protocols, and the completion and distribution of daily venue, class, and incident reports.
- Support the administrative needs of other departments within reason, and under instruction of the Education Director and/or Office Manager.
- Maintain the physical condition of the teaching spaces, box office, and the theatre's surrounding area through regular cleaning and organization.
- Other duties as assigned.

Minimum Qualifications and Skills

- Strong customer service skills
- Strong organizational skills with attention to detail and data management capabilities.
- Ability to communicate, both written and verbally, to a diverse range of individuals.
- Must have reliable transportation to and from the workplace and various offsite locations.
- Proficient with computers, smart devices and telephone systems.
- Flexible and able to manage multiple tasks with minimal supervision.
- Successful candidates will be required to pass a background check.

Preferred Experience and Skills

- A passion and love for the arts and a general knowledge of theatre.
- Proficient with online ticketing and registration systems.

REPORTS TO: Office Manager, Director of Education & Community Engagement