

TWO RIVER THEATER

21 BRIDGE AVENUE
RED BANK, NJ 07701
T 732 245 1400

Part-Time Box Officer

Job Description

Seeking a friendly, enthusiastic, and customer service oriented individual to join our box office team.

Should possess strong computer and problem solving skills and must present a professional and helpful attitude with all of our patrons, donors, and volunteers. This position includes occasionally working in a supervisory role.

About Two River Theater

Two River Theater is a non-profit organization located in the vibrant Jersey Shore community of Red Bank NJ. Two River is committed to creating great American theater by developing and producing work by some of the country's leading artists. We are proud to be viewed as a vital cultural resource in the community. Through 6+ theatrical productions each year (over 150 annual performances of world premieres, musicals, classics and theater for young audiences), 50+ annual audience engagement/community events and 15+ plus annual venue rentals, Two River serves an audience of approximately 50,000 annually. Anyone who joins our collaborative and fun team quickly becomes part of putting all of our initiatives into action day in and day out. Two River Theater is under the leadership of Artistic Director John Dias and Managing Director Michael Hurst.

Mission

We create great American theater by developing and producing new works and world masterpieces that most richly direct our gaze to the life of the human spirit. We cultivate an audience that cherishes the intimate joy of theater, enriched when shared by a community of others.

Core Values

Artistic Excellence: We nurture and challenge the visions of adventurous theater artists. Our commitment to the artistic process is sustained over time through an investment in people, their creative process, and our dedication to the highest artistic standards.

Education and Community Engagement: We make our theater a welcoming resource for all. We create engagement programs and partnerships that encourage all voices to come together in conversation around the stories we tell. We invest in the next generation of artists and audiences by introducing students and lifelong learners to the possibility and adventure that theater brings to our lives.

Equity, Diversity and Inclusion: We believe that the essence of theater is democratic: it invites us to encounter, consider and perhaps adopt other points of view, if only for a brief time in a darkened theater. We aspire to build an environment in which artists, audiences, employees, and Board members from different backgrounds and experiences together form an institution that is equitable, diverse, and inclusive.

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Operational Excellence: We dedicate ourselves to the highest standards in our governance, management, operational, and financial practices. We are committed to developing and retaining an experienced and accomplished staff, an engaged and informed Board of Trustees, and a working environment that attracts staff, volunteers, and artists of the highest caliber.

Two River Theater is dedicated to the goal of building an equitable and culturally diverse work environment and strongly encourages applications from members of underrepresented groups.

RESPONSIBILITIES include, but are not limited to, the following:

- Processing phone, mail, email, and in person orders for show tickets and subscriptions
- Strategically upselling patrons into multi-ticket buys, subscriptions and add on donations at check-out.
- Comfortable speaking about all events at Two River Theater.
- Being up-to-date on the theater's productions, special events, rental events and special offers.
- Become proficient using Spektrix software (ticketing system).
- Distribute tickets at Will-Call.
- Accurately relay information to callers and visitors to the Theater.
- Other duties as assigned.

Additional duties as Supervisor:

- Reconciling credit, check, and cash intake per performance.
- Being the point person for all ticketing matters during performances.
- Responsible for handling any last minute requests and decisions at curtain time.
- Has initiative and possesses ability to regularly delegate tasks without hesitation

Qualifications:

- Ability to provide outstanding customer service to all patrons, under any circumstance.
- Must have an extremely flexible schedule, with availability to work both days and evenings, weekends, holidays, and non-traditional shifts.
- Should be comfortable in an occasionally fast paced environment.
- Covid-19 Vaccination is required.
- Bilingual Spanish/English a plus.
- A love and knowledge of theater is preferred.

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Compensation: \$15 hourly rate. This position accrues sick leave in accordance with the NJ State Earned Sick Leave law. <https://www.nj.gov/labor/worker-protections/earnedsick/law.shtml>

To Apply: Candidates should submit a letter of intention (including where you saw this job posting) and resume to Box Office Manager Michele Klinsky, mklinsky@trtc.org. No phone calls please.

Subject line should read: Box Officer