

## OPEN WINDOW THEATRE BOX OFFICE/FRONT OF HOUSE VOLUNTEER DUTIES

**Start Date: Aug. 4, 2020**

**Part-Time: 6-24 hrs/week**

**Volunteer**

Open Window Theatre (OWT), a multigenerational professional theatre in the Twin Cities presenting stories of redemption, is seeking 2-5 part-time Box Office Volunteers (BOVs) and 1-2 Volunteer House Managers (VHMs) to assist the theatre during its seventh season, running from October 2020 – May 2021.

BOVs will help patrons with ticket requests, including processing inbound requests via email and phone during Open Window's normal box office hours (Tuesdays-Fridays from 1-5 PM) and selling walk-up tickets at performances (see performance schedule below). VHMs will help oversee volunteer ushers/concessions staff and will assist patrons with non-ticket-related questions at performances.

Open Window performances take place on Wednesdays at 10:30 AM, Thursdays-Saturdays at 7:30 PM, and Saturdays-Sundays at 2 PM. (Wednesday and Saturday matinees may not take place every week.)

BOVs & VHMs will be scheduled for 1-4 shifts each week (each shift lasting 3-6 hours), depending on availability. We are looking for volunteers who can commit to helping for at least the next 6-12 months.

Open Window is scheduled to produce four mainstage plays this season: *Lolek* by Jeremy Stanbary (Oct. 2-25), *A Christmas Carol* adapted by Emily C.A. Snyder (Nov. 27 – Dec. 27), *The Scrutiny Passion* by Jeremy Stanbary (Feb. 19 – Mar. 21), and *Tolkien* by Ron Reed (Apr. 23 – May 23).

### **Box Office Volunteer Responsibilities**

- Sell tickets to walk-in patrons at performances using the Vendini ticketing system, Square card reader, and cash box
- Submit box office report and reconcile cash and attendance information for each performance
- Process inbound individual ticket, group, and subscription sales via website, phone, and in-person requests
- Answer patron questions via box office email, phone, and in-person visits
- Process cast/crew comp requests and other special ticketing requests from OWT staff and artists, per OWT procedures
- Maintain a calm, pleasant, and professional demeanor at all times, to welcome all guests in a spirit of hospitality
- Assist with other duties as required by the Executive-Artistic Director or House Manager

## **Volunteer House Manager Responsibilities**

- Welcome usher/concessions volunteers before performances and assign and train them on tasks
- Maintain contact with Stage Manager and Box Office Volunteer to determine when the performance is ready to begin
- Help guide patrons in and out of the theatre at the appropriate times, answer patron questions, and solve any emergency situations which may arise (e.g., plumbing problem, patron medical event)
- Complete house manager report
- Maintain a calm, pleasant, and professional demeanor at all times, to welcome all guests in a spirit of hospitality
- Assist with other duties as required by the Executive-Artistic Director

## **Qualifications**

- ***Preferred***
  - Previous theatre experience, especially in box office/house management
- ***Required***
  - Excellent inter-personal, customer service, and organizational skills
  - Ability to create a warm and welcoming environment for all artists, volunteers, and patrons
  - Support for the mission and Core Principles of Open Window Theatre

## **About Open Window Theatre**

Open Window Theatre was founded in May 2011 for the purpose of bringing multigenerational professional theater with a redemptive vision to the Twin Cities.

Seven Core Principles form the foundation of Open Window Theatre – a foundation upon which we intend to build as we develop OWT into one of the premier professional theaters in the Twin Cities:

1. We believe theater should not only entertain, but also educate and inspire with the kind of beauty that will save the world.
2. We believe good art should challenge people to be better versions of themselves.
3. We believe we do not have to be vulgar in order to produce good theater and that some things are better left to the imagination.
4. We believe good art – in exploring the darkness of the human condition – should always possess a redemptive value while respecting the dignity of the human person on and off the stage.
5. We believe religious faith is something to celebrate – not denigrate – through art and we believe in exploring issues of faith and spirituality in a serious and thought-provoking way.
6. We believe in creating an intimate theater-going experience that is memorable, engaging and immersive.
7. We believe in producing top quality theater that is accessible to everyone (yes, EVERYONE) and won't break your budget.

After going on hiatus in 2016 due to the loss of our previous space in Minneapolis, Open Window re-launched in February 2020 with a brand-new 170-seat black box theatre in Inver Grove Heights. We welcome you to join us for our seventh season of bringing professional theatre with a redemptive vision to the Twin Cities.

**If you are interested in volunteering, please contact Managing Director Dr. Cole Matson at [cmatson@openwindowtheatre.org](mailto:cmatson@openwindowtheatre.org) ASAP so that we can set up a conversation.** For more information about Open Window, visit [openwindowtheatre.org](http://openwindowtheatre.org).