

# Open Window Theatre

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## *Position Description*

Title:	Box Office Manager & Administrative Assistant
Reports to:	Managing Director
Direct Reports:	Box Office Associates
Provides Work Direction to:	House Manager, volunteers, cleaning personnel
Receives Work Direction from:	Executive & Artistic Director, House Manager
FLSA:	Exempt, Administrative
Hours:	40+ hours per week
Schedule:	Schedule will be production based; evenings and weekends will be required.
Benefits eligible:	Yes, as applicable
Last revision:	April 3, 2025

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The mission of 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. We focus on telling relevant stories of faith, hope, and reconciliation in an intimate and immersive environment.

The Seven Core Principles of Open Window Theatre can be found on our website here:

<https://openwindowtheatre.org/about/>.

**Job Purpose:** This position primarily supports our mission by working independently to process and manage ticket sales, engage in active outreach to schools and other organizations to generate and facilitate group sales, and welcome patrons to the theatre for performances. The position works with the Managing Director, the House Manager and Front of House volunteers to provide a welcoming experience for OWT's patrons. This position assumes the primary responsibility for ticket sales, inquiries and concerns and is the primary interface with our theatre patrons.

### **\*Representative Responsibilities**

1. Develop and maintain a working knowledge of OWT's performances, policies, and services.
2. Have a comprehensive knowledge of the theatre space and emergency procedures.
3. Provide quality customer service to all OWT patrons.
4. Be able to navigate the WordPress Ticketing Platform and our additional booking and data systems such as on our website and Meteorik. Learn and adapt to new or changing ticketing software. Develop a strong command of our box office platform, CRM databases, Basecamp project management software, and all other online services, including ongoing self-education and training, in addition to providing the training of Box Office Associates.

5. Work independently to promote, process and manage group sales and special event bookings, including rentals.
6. Monitor the Box Office email and telephone calls and voicemails. Respond and serve patron requests accordingly.
7. In coordination with the Managing Director, this position is responsible for training, scheduling, and overseeing our part-time Box Office Associates.
8. Maintain the Theatre and Space Usage calendar for ready reference for all staff. Manage and help implement organizational systems at the box office and for OWT's general office operations, in conjunction with other lead staff.
9. Handle special requests from the Box Office Manager, House Manager, Managing Director or Artistic Director in a timely manner.

For a Performance:

10. Arrive at least 1.5 hours before performance start time to manage any final bookings, print tickets/attendance lists, and set up scanners/manual check-in before house opens.
11. Perform all tasks at the Will Call desk including distributing tickets, processing in-person sales, and monitoring all inquiries and concerns from patrons.
12. Communicate as needed with all Front of House staff/volunteers and Stage Management personnel to ensure a timely start to the performance and the best experience for the audience.
13. If needed, monitor and reconcile cash box and donation boxes at the end of shift in conjunction with one other OWT staff member, normally the House Manager.
14. If requested, be available for intermission or at post-show to receive donations and sell tickets to patrons on their way out.
15. At intermission, be present at the box office for ticket sales or questions and monitor the merchandise counter and sell merchandise and gift certificates as needed.
16. Assist the House Manager as needed in preparing the auditorium for a performance with duties such as aligning or moving seats, monitoring the status of chair labels, and replacing damaged or distressed chair labels as needed.
17. Welcome volunteers and workers as appropriate; refer them to House Manager or other appropriate staff. Engage with and supervise box office volunteers as applicable.

#### Administrative Assistant Responsibilities

18. Assist Managing Director and Executive/Artistic Director with requested tasks, such as communications, drafting and/or distributing emails and press releases, creating and maintaining templates for communications, reviewing and updating mailing lists and coordinating mailing projects, and recording accurate minutes from our weekly staff meetings, posting them in a timely fashion.
19. Gather and organize information related to productions and events, which may include logistics around auditions and rehearsals.
20. In coordination with the Managing Director and the bookkeeper, review monthly deposits and expenses to accurately categorize them.
21. Maintain and manage COR Patron subscriptions and benefits. Communicate with Managing Director regarding engagement with COR Patrons.

**\*To be present where needed, ready to work as needed to meet responsibilities.** Includes recognizing when situations require more effort, satisfying responsibilities in a timely manner, providing an example of punctuality and attendance, and generally ensuring all is ready and taken care of for the Front-of-House operations of the performance.

**\*Maintain and improve work knowledge and skills** such as understanding requirements and work procedures, purpose of work completed.

**\*Meet all communication requirements** including interpersonal skills with theatre staff as well as visitors, guests and theatre patrons. Includes keeping superiors and appropriate others informed.

**\*Help create a productive environment** where there is harmony, good morale, and cooperative teamwork. Monitor self-productivity and take corrective action as appropriate.

**\*Maintain appropriate levels of confidentiality of all work information.**

**Other Responsibilities:** includes other responsibilities identified as needed by the employee and approved and/or assigned by supervisor.

*The responsibilities listed above are representative of the job and are not inclusive. Those preceded by an asterisk (\*) are essential job functions.*

## ***Qualifications & Requirements of Position***

### **Qualifications**

1. College graduate or equivalent.
2. Experience or high level of interest in this type of work.
3. Willingness to be a passionate advocate for Open Window Theatre and our mission.
4. Excellent customer service and communication skills, including phone etiquette.
5. Strong attention to detail.
6. Ability to train, encourage and supervise box office associates and volunteers.
7. Strong problem-solving ability; ability to remain pleasant during challenging situations.
8. Ability to work efficiently with little or no supervision.
9. Ability to handle financial transactions, charging credit and debit cards, making change and counting money.
10. Ability to gain a working knowledge of a variety of technical/computer systems.
11. Strong keyboarding skills.
12. Weekday, evening and weekend availability.
13. Reliable transportation.
14. Preferred: familiarity with WordPress, ThunderTix or another event ticketing platform.

### **Mental Demands**

1. Plan, organize, and meet deadlines and to manage multiple concurrent tasks.
2. Maintain and improve knowledge of operational procedures.

3. High level of organizational skills and ability to work under pressure and with interruptions.
4. Enthusiastic, self-motivated and able to work without supervision, but obtain direction when needed.
5. Strong interpersonal skills.
6. Understand the importance of confidentiality.

**Physical Demands**

1. Stand or sit for extended periods.
2. Lift up to 20 lbs. using proper lifting techniques.

**Employee:** I have reviewed this job description and understand that it is an accurate representation of the responsibilities of my job. I understand that as the organization's needs change, my job description will change.

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Signature

Date

**Supervisor:** I have reviewed this job description and agree that it is an accurate representation of the responsibilities performed in this job.

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Signature

Date