



## Box Office Associate

### Background

ODC is a groundbreaking contemporary art institution: a world-class dance company, a presenting theater, and a dance school. Known nationally for its entrepreneurial savvy as well as artistic innovation, the organization is unique for its fully integrated vision. ODC strives to cultivate artists, inspire audiences, engage the community, and foster diversity and inclusion through dance performance, training, and mentorship. Operating in San Francisco's Mission District for more than 50 years, our programs and activities contribute to San Francisco's vibrant dance and arts ecosystem, community development, arts education, and access to creative art-making.

### Summary and Objectives of Role

The Box Office Associate will work closely with the Audience Services Coordinator with a minimum of 5 admin hours per week. The Box Office Associate would be welcome to take additional shifts as House Manager and would be paid at the House Manager rate. They would also work closely with ODC Theater in concert with other essential services (production and marketing) to support performances and public programs and cultivate relationships with ticket buyers and theater clients.

### Compensation / Nature of Role

· \$21/ hourly (part-time) with a minimum of 5 admin hours per week.

-Sick time accrued as hours worked. Earning free dance classes at the ODC Dance Commons.

### Required Qualifications

- Bachelor's degree or higher education certification.
- Demonstrable knowledge of ticket office procedures (experience with Patron Manager a plus) and filing systems.
- Superior customer service skills and the ability to deal with the public tactfully and professionally.
- Must be available to work evenings and weekends as required by the performances and special events schedule.

### Duties and Responsibilities

This position demands demonstrable knowledge and skill in several areas, including (1) high-level and personable customer service; (2) database systems (Salesforce or Patron Manager preferred); (3) box

office and front-of-house event management; and (4) familiarity with contemporary dance and performing arts and audiences.

- Greet the public by telephone and in person, providing routine information about sales options for upcoming performances and general information.
- Process ticket sales and comp requests in person, online, and over the phone.
- Ensure a proper supply of materials and stock-specific to box office operations.
- Assist with building access to artists, renters, and guests.
- Assist with group sales initiatives
- Report performance activity, including any problems, attendance, and lost-and-found to Audience Services Coordinator.
- Lead role in developing and ensuring schedule coverage in relationship with Audience Services Coordinator.

### To Apply

· Please email to: [HR@odc.dance](mailto:HR@odc.dance) & [c.levy@odc.dance](mailto:c.levy@odc.dance) the following:

- Resume
- Cover Letter

· Please reference “Box Office Associate” in the subject line.

ODC is a non-profit organization. All applicants must be eligible to work in the US. Applicants from diverse backgrounds are encouraged to apply.

**No phone calls, please.**

**Principals only. Recruiters, please don't contact this job poster.**

**Please do not contact job posters about other services or products.**