



Part-Time Box Office Associate Job Description

Aurora Theatre & Lawrenceville Arts Center seeks a dynamic and entrepreneurial Part-Time Box Office Associate to actively support the Patron Services Department.

Aurora Theatre is the 2nd largest professional theatre in the state of Georgia, located in Gwinnett County, producing 800+ events for more than 80,000 visitors each season. Lawrenceville Arts Center (LAC), a brand-new premier arts and culture venue located in historic downtown Lawrenceville GA, which is set to open October 2021. With 5 distinct spaces (and endless funky alcoves) LAC is a community gathering place for performances, conventions, corporate meetings and celebrations. LAC is sure to be a destination location for not only Gwinnett County and Georgia, but the entire Southeast region!

REQUIREMENTS: Candidate should have outstanding customer relations, communication, and problem-solving skills in a fast-paced environment. Able to clearly articulate Aurora's goals, mission, and policies. Flexible hours, nights and weekends will be required. Deal efficiently with seating requirements and work effectively under pressure to ensure all patrons are seated in a courteous and friendly manner before showtime. Knowledge of Microsoft Office, Tessitura and VenueOps (or other similar booking software), and Clover POS system a plus. Would prefer candidate be bilingual.

To best demonstrate Aurora's commitment to community, inclusion, diversity, equity, access, and excellence in our workspace, we encourage ALL qualified applicants to apply. Aurora is an equal opportunity employer, and will provide training to creative high school and/or college students.

WORKING HOURS: 10 to 30 hours per week average. Flexible hours include daytime, evenings, and weekends. The Box Office is typically closed on Mondays except for special circumstances.

COMPENSATION: \$10.00 to \$15.00/hr
Compensation is commensurate with experience with existing software platforms.

TO APPLY: Please send resume and cover letter, including names and phone numbers of 3 references no later than November 12, 2021, to hire@auroratheatre.com:

Jennifer Owens
Director of Patron Relations
Aurora Theatre
Lawrenceville, GA 30046
jennifer@auroratheatre.com
hire@auroratheatre.com

REPORTS TO: Director of Patron Relations

Primary Roles & Responsibilities

- Answer phones and maintain patron services
- Greet patron walkups in a timely manner and provide quality customer service
- Sell tickets and subscriptions with knowledge and confidence
- Fulfill subscriber requests as needed
- Check voicemail and email for ticket reservations and confirm
- Manage nightly inventory checks and sell tickets at Will Call
- Process and print nightly Box Office report
- Obtain a City of Lawrenceville Pouring License (paid for by Aurora Theatre) to be able to work bar/concessions area
- Keep the lobby and Box Office area clean
- Work with volunteer ushers and interns

CULTURE

Lawrenceville Arts Center is an inclusive art space where you will be part of a thriving cultural scene (music, theatre, dance, & visual arts). Join a creative culture that operates under “Group Speak” (all voices welcomed). We value equity in the workplace, and we fight for civic, corporate and cultural understanding. Plus, we have a lot of fun!!!

Aurora recognizes that conversations about compensation can be difficult. We strive to provide pay that meets the market by leveling with industry peers to determine the pay range for each position. Where the employee falls in that range is determined by experience and skill set. Aurora will work hard to administer the compensation program in a manner that is transparent, consistent, and equitable across the company.