



TITLE: Box Office Agent

REPORTS TO: Venue Manager

STATUS: Seasonal/Part Time/Non-Exempt Shared Role

PAY: Training \$18 hourly. Regular pay is \$22 hour based

LOCATION: Brava Theater Center. 2781 24th Street. San Francisco, CA. 94110

Position Purpose: Brava seeks patient, empathetic and detail-oriented individuals to assist patrons with their ticket-related, customer service needs as well as provide general information about Brava programs, Brava productions, and other Brava events.

Responsibilities:

- Provide excellent customer service to all Brava patrons as the public face of the company.
- Sell and exchange single and subscription tickets to Brava events using Patron Manager.
- Work in the Main Theater Box Office as well as our Cabaret box office, providing ticketing support in-person.
- Provide information to the public about productions, policies, and the logistics of attending Brava events.
- Print tickets for will-call, and give to patrons picking up at the box office to attend events.
- Provide technical support and guidance to patrons using the Brava website.
- Reconcile a cash bank and report daily sales.
- Other duties as required by the Venue Manager.

Qualifications & Qualities:

- A patient, empathetic, and friendly attitude.
- Ability to serve the ticketing needs of all patrons (and colleagues) equitably & kindly, regardless of sex, race, ethnicity, sexual orientation, gender, gender identity or gender expression.
- Ability to focus and concentrate in a busy and sometimes noisy environment.
- A commitment to accuracy, efficiency, and working well with colleagues.
- Exceptional communication and interpersonal skills.
- Willingness to learn Patron Manager- training will be provided. Experience using Salesforce Patron Manager is a plus.

Physical Requirements

Must be able to respond quickly both mentally and physically in order to handle competing requests, complaints, emergencies and other high-pressure situations that might arise.



COVID-19 Vaccination Policy

Brava requires all staff to provide proof of vaccination against COVID-19 or obtain an approval for exemption due to medical or religious reasons by commencement of employment.

Equal Opportunity

Brava! for Women in the Arts is an equal opportunity employer committed to diversity and inclusion in the workplace. Women, BIPOC and LGBTQIA+ applicants are strongly encouraged to apply.

Applications

Interested parties should send a resume and a brief statement of interest to Brava's Venue Manager Angelica Rodriguez (she/her) at venuemgr@brava.org. Resumes will be accepted on an ongoing basis.

We look forward to hearing from you!