

Position Title: Bar & Box Office Representative

Applications Due: Open until filled

Reports to: Bar Manager / Executive Director

Primary Functions:

Bar & Box Office Representatives will work with the Southern Team to staff the bar and box office. They will facilitate a smooth customer lobby experience for patrons of the Southern Theater. The ideal candidate will have excellent customer service skills and the ability to work with a variety of customers and artists.

Principal Duties - Box Office

- Greet incoming guests to The Southern Theater
- Assist with ticketing via the Ticketworks system (and other systems as needed)
- Handle ticket selling and assist with group sale orders while onsite
- Help ARTshare members with their tickets and comps
- Handle customer service issues

Principal Duties - Bar

- Welcome guests to the bar
- Serve from small selection of refreshments
- Handle cash systems and prepare cashbox deposits
- Refill and rotate stock as needed
- Answer customer enquiries
- Ensure compliance with food safety regulations
- Collect glasses and ensuring a clean, tidy and healthy work area
- Respond to the needs of patrons, including diffusing and resolving disputes as needed
- Uphold responsible service of alcohol and the Southern Theatre's Liquor policy

Qualifications:

- High school degree
- Ability to work nights and weekends for show performances
- Complete mandatory service training for alcohol service and sales
- Good communication and conflict resolution skills.
- Knowledge of cash handling / experience in the use of cash registers.
- Punctuality
- Previous experience working a box office and/or concessions a plus

Preferred Characteristics

- Friendliness and enthusiasm
- Works well under pressure
- **Art Lover!!**

Hours

- 15-20 hours weekly

About the Southern:

The Southern Theater's mission is to foster a community of exceptional artists. The Southern Theater provides a home for artists, giving them the freedom to focus on what matters most, their art.

To Apply:

Please send a cover letter, resume with two references to Jamie Schumacher, Interim Executive Director: jamie@southerntheater.org. Position will be open until filled.