

CAL SHAKES

CALIFORNIA SHAKESPEARE THEATER

Position Title:

Box Office Associate

Part-time, Seasonal, Non-Exempt Employee

Position Overview

California Shakespeare Theater (Cal Shakes) seeks dynamic customer service professionals to join our box office for our 2018 season. Come work in a relaxed but fast paced environment engaging with the public as the first point of contact that sets the tone for their visit to our theater. As a member of the Cal Shakes staff, you'll receive complimentary tickets to our productions and have the opportunity engage in company dialogues about the art we create and the communities we touch.

The Organization

Description: With offices in Berkeley, an outdoor main stage performance venue in Orinda, and community programs throughout the Bay Area, Cal Shakes expands access to and relevance of the arts by fostering a participatory culture among a diversity of audiences, artists, and learners throughout the Bay Area. California Shakespeare Theater has an inclusive work environment and actively embraces a diversity of people, ideas, talents, and experiences. We highly encourage people of color, individuals with disabilities, and other historically underrepresented groups in our community to apply.

Mission: Cal Shakes redefines the classical theater for the 21st Century, making works of extraordinary artistry that engage with our contemporary moment so we might learn about ourselves and each other in the fullness of our world.

Equity, Diversity, and Inclusion Statement: At Cal Shakes, we believe that equity is a practice. Our actions--both onstage and off--can have a positive social impact by exposing oppression, addressing historic injustices, and showing how power can be transformed and shared in different ways. We endeavor to dismantle systemic bias by actively including, reflecting, and creating opportunities for our diverse Bay Area communities. We recognize that this work is ongoing and often imperfect, but we are committed to facilitating respect for the many facets of the human experience.

Duties and Responsibilities

- Process any ticket orders.
- Print tickets and prepare them for will call or mail.
- Assist patrons with information about the plays, box office policies, amenities, and the Bruns site, including directions to the theater.
- Handle customer service issues at point of contact when possible.
- Aid patrons using website. Maintain familiarity with website and the web sales process.
- Keep careful notes, track questions, and follow up on issues with the Box Office Manager.
- Prepare maps, walk-in lists and any other documents needed for person(s) working at the theater.



701 Heinz Avenue, Berkeley CA 94710
www.calshakes.org

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Qualifications

You are an ideal candidate if you:

- Share a respect for a diversity of backgrounds.
- Enjoy working in a creative, collaborative, fast-paced environment.
- Interact well with the public and provide excellent customer service.
- Prioritize and handle multiple projects simultaneously.
- Be computer literate and adept at learning new programs and software, especially database programs.
- Be able to make decisions and work under pressure with poise, grace and diplomacy.
- Maintain a strong attention to detail.
- Be able to work a flexible schedule including nights, weekends, and holidays.
- Possess excellent verbal skills.
- Bilingual candidates are ideal, especially English/Spanish.

Special Environmental Factors

- At the Theater: work includes exposure to sunlight, hot, and cold weather for extended periods of time.
- At the Administrative offices: work in an office environment, sustained posture in a seated position for prolonged periods of time. Open, lively office setting.

Other Details

Time Commitment: 10-20 hours per week, with possible additional hours during and after the season.

Duration: Part-time, seasonal position (May through October)

Supervision: The Box Office Associate reports to the Box Office Manager

Compensation: \$14/hour

Please email a cover letter and resume to:

Derik Cowan

Box Office Manager

Email: dcowan@calshakes.org (with "Box Office Associate" in the subject header)



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