



Part-Time Box Office Assistant

ABOUT A NOISE WITHIN

A Noise Within (ANW) has been called “an oasis for those who love classic stories” by Los Angeles Times and is a leading regional producer based in Pasadena, CA. ANW’s award-winning resident company is committed to representing the entire community at their state-of-the-art, 324-seat performance space. In addition to producing world-class performances of classic theatre, the organization runs robust education programs with the goal of inspiring diverse audiences of all ages, and a community-centered program – Noise Now – that expands our family by engaging with our neighboring communities and peer organizations.

ANW believes in working hard on our anti-racist practice across the whole organization. By interpreting our mission to fully engage audiences through community and artist-centered work in multiple creative disciplines, ANW is striving to be a theatre that better serves our entire community.

GENERAL POSITION DESCRIPTION

A Noise Within (ANW), California’s premiere classical repertory theatre, is currently seeking a Box Office Assistant. The Box Office Assistant will report to the Patron Services Manager, with additional supervision from the Patron Services Associate, interacting directly with patrons and subscribers to provide a high level of customer service, achieve all sales goals, master our ticketing program and database, and assist in all aspects of data management, including sales reporting and patron outreach. This entry-level position will provide experience as an administrator in a successful and supportive environment. As with all staff, the Box Office Assistant will also have a role in implementing and contributing to ANW’s Strategic Plan and Anti-Racism Action Plan.

Qualifications:

- Experience delivering high levels of customer service in-person, via phone, and email
- Experience with box office, sales, theatre, and/or database management is a plus.
- Strong computer skills with ability to quickly master and excel in Microsoft Office applications as well as ticketing and database applications.
- Strong organizational and time management skills with attention to detail.
- Exceptional communication and interpersonal skills to manage a wide variety of internal and external relationships.
- Enthusiasm to learn and grow in a fast-paced environment.
- Demonstrates a commitment to equity, diversity, and inclusion initiatives and values, and to an anti-racist work culture
- High School diploma or equivalent required

Job Responsibilities:

- Serve as the primary point of contact for patrons of the theatre, acting as a friendly and welcoming contact. Process ticket, subscription, and donation orders; handle exchanges; answer general patron questions.
- Share patron feedback with the Patron Services Manager and Patron Services Associate
- Actively familiarize yourself with the work of A Noise Within, including its productions, and people



- Work to ensure a clean database through de-duplicating records and ensuring adherence to data quality standards
- Assist in executing marketing and development campaigns where they overlap with direct patron interaction.
- Facilitate the training of new staff members once Patron Services Manager and Patron Services Associate complete initial training.
- Must be available to work evenings and weekends.

This position is part time (10 – 30 hours/week) with compensation of \$17 per hour.

Not sure you meet 100% of the qualifications? Research shows that men apply for jobs when they fulfill an average of 60% of the criteria. Yet, women and other people who are systematically marginalized – including, but not limited to, BIPOC and people with disabilities – tend to only apply if they meet every requirement. ANW is working to build a more diverse and inclusive workforce and environment in which all artists can thrive and flourish. If you believe that you could excel in this role, we encourage you to apply.

To apply, please send a cover letter and resume to: sgonzalez@anoisewithin.org. Please put “Box Office Assistant – Candidate Last Name” in the subject line. Incomplete applications will not be considered. Please, no follow up calls. A Noise Within is an equal opportunity employer. ANW believes in working deeply and intentionally on our anti-racist practice across the whole organization and we invite candidates to review more information here. <https://www.anoisewithin.org/equity-diversity-inclusion-at-anw/>.