



**POSITION:** Assistant Box Office Manager  
**CLASSIFICATION:** Permanent  
**LOCATION:** Primarily On-site  
**FLSA STATUS:** Full-Time / Non-Exempt  
**SUPERVISOR:** Box Office Sales & Ticketing Manager  
**SALARY:** \$20/hr

### **About New 42**

A midtown Manhattan cultural organization, New 42's mission is to make extraordinary performing arts and cultural engagement part of everyone's life from the earliest years onwards. We do this work through the New Victory Theater (New York City's premier theater for kids and families) and New 42 Studios ("Broadway's secret laboratory").

### **The Position**

The Assistant Box Office Manager primarily assists the Box Office & Ticket Sales Manager with day-to-day functions of running an efficient box office operation. The Assistant Box Office Manager must handle customer interactions in person and over the telephone with an excellent sense of customer service. We are looking for an energetic and enthusiastic theater lover who is organized, detail-oriented, and able to multi-task in a fast paced environment.

### **Primary Responsibilities**

- Sell tickets and assist patrons on the phone, through email, on the website using live chat, and in person at the box office window
- Assist Tessitura Application Manager and Ticket Services Team in testing of season build in ticketing system
- Assist in training staff on Tessitura ticketing system, DialPad phone system and policies and procedures
- Manage staff during performance curtains, run post show performance reports, and email weekend status reports
- Act as a liaison for third party sales outlets (Goldstar, TDF, Groupon, TodayTix), fulfill Donation Voucher requests and pull complimentary tickets as needed
- Fulfill house, press and artist seat requests and assist various departments with ticketing needs
- Troubleshoot e-ticket issues for patrons
- Perform Box Office opening and closing procedures, including daily reports and cash reconciliations
- Oversee the Ticket Services Team when Box Office Sales & Ticket Manager is out of office (usually weekends)
- Attend Tech Rehearsals, trainings and meetings as needed



## Requirements

**This position requires a commitment to a fixed weekly schedule and work hours totalling approximately 37-40 hours per week, generally between 11am-7pm. The schedule includes 1-2 weekend shifts per week. Flexibility to work evenings and some holidays required.**

- College Degree required
- Previous box office or arts management experience
- Good verbal, written and computer skills (Google and Microsoft Suites)
- Ability to work in and contribute to a happy box office environment
- Ability to provide courteous and efficient customer service
- Must be able to work independently and multi-task in a fast-paced environment
- Must be able to work nights, weekends and some holidays
- English proficiency, bilingual a plus
- Knowledge of Tessitura ticketing system preferred

## Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities

New 42 is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind: New 42 is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetic information, predisposition or carrier status, disability, age, military or veteran status, or any other status protected by applicable law. New 42 is committed to anti-oppressive practices in all departmental business processes; we aim to prioritize and advance as an anti-racist and anti-oppressive organization.

## To Apply

Please include a resume and a cover letter identifying your specific interest in and qualification for the position at

[careers@new42.org](mailto:careers@new42.org)