



POSITION: Full-Time Ticket Services Sales Associate
CLASSIFICATION: Permanent
LOCATION: Primarily On-site / Occasional Remote
FLSA STATUS: Full-Time / Non-Exempt
SUPERVISOR: Box Office Sales & Ticketing Manager
SALARY: \$18/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

New 42 seeks a full-time Ticket Services Sales Associate for The New Victory Theater, a 499-seat theater for kids and families, in the heart of Times Square. We are seeking a friendly, energetic, customer service oriented individual with box office experience to join our Ticket Services team. Ticket Services Associates serve as customer-facing team members, and are essential in welcoming patrons to the New Victory family.

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
- Maintain a working knowledge of the entire New Victory season, including live and virtual performances
- Proactively identify, and clearly and calmly, address any ticketing issues that may arise
- Distribute tickets at will call and troubleshooting e-ticket access

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.

- Self motivation and ability to collaborate with a team
- Ability to perform multiple tasks in a fast-paced environment
- Strong customer service skills
- Keyboard skills and proficiency in digital office platforms, including both Google and Microsoft Suites
- Strong communication, prioritization, and organizational skills
- English proficiency, bilingual a plus
- 1-2 years' prior box office experience
- Knowledge of Tessitura ticketing software is a plus
- College education 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