

Box Office Assistant

Tacoma Musical Playhouse

Tacoma Musical Playhouse (TMP) is committed to creating exceptional live theatre experiences and providing opportunities for artists, volunteers, students, and audiences to connect through the performing arts.

Mission Statement: Our mission is to enrich the community through exceptional musical theater experiences that inspire, cultivate creativity, and foster lifelong learning. Through accessible performances, educational programs, and meaningful opportunities for artists, audiences, and learners, we build an inclusive community where people of all ages can grow, belong, and thrive through the transformative power of musical theater.

Vision: To be the region's leading community musical theater, known for exceptional artistry, lifelong learning, and inclusive experiences that enrich lives, inspire connection and pride, and create opportunity for all.

Values:

Enrichment

We believe musical theater enriches lives. Through inspiring performances, meaningful educational experiences, and opportunities for personal growth, we foster creativity, connection, joy, and lifelong learning for individuals and our community.

Excellence

We are committed to the highest standards in artistry, education, and service. We pursue excellence in every production, program, and interaction, continually striving to create exceptional experiences for audiences, students, artists, volunteers, and staff.

Inclusion

We create a welcoming and accessible environment where all people feel valued, respected, and empowered to participate. We are dedicated to removing barriers and ensuring that our theater reflects and serves the diverse communities of South Puget Sound and beyond.

Creation

We celebrate the power of imagination, collaboration, and artistic expression. We cultivate opportunities for people of all ages and backgrounds to create, perform, learn, and contribute to meaningful theatrical experiences that inspire and connect.

Integrity

We act with honesty, accountability, and respect in all that we do. We honor our commitments, steward our resources responsibly, and uphold the trust placed in us by our audiences, supporters, artists, students, and community.

Employees are expected to support and demonstrate TMP's mission, vision, and values through their interactions with patrons, volunteers, colleagues, artists, and community partners.

Compensation

Tacoma Musical Playhouse is looking for a talented Box Office Assistant to join the team part-time. This position pays \$18 per hour.

Benefits

For staff who are employed at least 20 hours per week but less than 40 hours per week, holiday time will be compensated in proportion to the usual hours worked. Staff employed at least 20 hours per week but less than 40 hours per week, are eligible for pro-rated paid time-off.

Job Description

Tacoma Musical Playhouse is seeking multiple friendly, dependable, and detail-oriented Box Office Assistants to join our team. Box Office Assistants help support daily box office operations and provide excellent customer service to our patrons. As a Box Office Assistant, you will often be one of the first points of contact for guests attending productions at Tacoma Musical Playhouse. You will assist patrons with ticket purchases and reservations, answer questions about performances and seating, manage will-call and event check-in, and support the staff with day-to-day responsibilities. The ideal candidates enjoy working with people, have excellent attention to detail, and are comfortable working in a busy performing arts environment. A genuine appreciation for live theater and the Tacoma community is a plus.

Minimum Requirements

- Previous customer service, ticketing, box office, hospitality, or administrative experience preferred.
- Excellent interpersonal and communication skills.
- Friendly, patient, and professional demeanor.
- Strong attention to detail and organizational skills.
- Ability to accurately handle cash, credit card transactions, and other payments.
- Comfortable learning and using computer-based ticketing and point-of-sale systems.

- Ability to work independently and as part of a team.
- Ability to remain calm and helpful while assisting multiple patrons in a busy environment.
- Reliable and punctual.
- Interest in live theater and the performing arts is strongly preferred.

Essential Job Duties

The ideal candidate is capable, motivated, and willing to learn and grow as the position evolves. As a Box Office Assistant, you must be able to:

- Provide warm, welcoming, and professional customer service to Tacoma Musical Playhouse patrons.
 - Greet patrons promptly, listen carefully to their needs, answer questions with patience and courtesy, and make every effort to provide helpful solutions. Represent TMP positively in all interactions and remain friendly, calm, and professional, particularly during busy pre-show periods or when assisting patrons with concerns or complaints.
- Assist customers in person, by phone, and by email with ticket purchases, reservations, exchanges, and general questions.
 - Help patrons select performances and seating, navigate ticketing options and policies, and complete transactions accurately. Respond to inquiries promptly and professionally, provide clear and helpful information, troubleshoot routine issues, and escalate more complex concerns to the appropriate staff member.
- Process ticket sales and payments accurately using TMP's ticketing and point-of-sale systems.
 - Learn and utilize TMP's ticketing software to select performances and seats, enter ticket types and applicable discounts, process cash and electronic payments, issue tickets and receipts, and maintain accurate patron and transaction information. Follow established procedures for cash handling, transaction reconciliation, and financial security, while maintaining accuracy and attention to detail during busy periods.
- Assist patrons with seating selections, ticket policies, performance information, and accessibility questions.
 - Help patrons understand seating options, theater layout, performance schedules, ticket policies, and other information needed to make informed ticketing decisions. Respond respectfully and accurately to accessibility questions, including those related

to accessible seating and mobility access. When a question or accommodation request falls outside the employee's knowledge or authority, obtain the appropriate information or involve a supervisor rather than guessing.

- Prepare and manage will-call tickets and assist with patron check-in before performances.
 - Review and organize will-call lists and tickets, accurately locate and distribute patron reservations, and process last-minute changes or ticketing issues according to TMP procedures. Welcome patrons as they arrive, verify tickets or reservations, provide directions and basic performance information, and coordinate with front-of-house staff as needed. Maintain a calm, organized, and welcoming presence during busy pre-show periods while protecting patron information and maintaining accurate records.
- Assist with ticket scanning and front-of-house operations during performances as needed.
 - Welcome patrons as they arrive, scan and verify tickets if needed, assist with seating and directions as needed, answer basic performance and facility questions, and help resolve routine ticketing or entry issues. Support efficient audience flow during busy pre-show periods and coordinate with ushers, the House Manager, and other staff when additional assistance is needed. Follow TMP procedures for late arrivals, accessibility needs, and other patron concerns while maintaining a friendly, professional, and calm presence.
- Process refunds, exchanges, complimentary tickets, and other ticketing transactions according to TMP policies.
 - Verify transaction details, ticket availability, pricing, and authorization; accurately process and document adjustments in the ticketing system; and communicate policies and available options clearly and courteously to patrons. Exercise good judgment and seek supervisor approval when a transaction falls outside established guidelines or requires authorization.
- Maintain accurate patron and ticketing information.
 - Carefully enter and verify patron contact information, ticket purchases, reservations, seating assignments, and transaction changes in TMP's ticketing system. Update records as needed, maintain accurate will-call and reservation information, and promptly identify and correct errors. Follow TMP procedures for data entry, recordkeeping, and the confidential handling of patron information.
- Assist with preparing daily box office reports and reconciling ticket sales and payments.
 - Generate and review routine sales and attendance reports, accurately count and document assigned cash and other payments, and verify that transactions recorded in TMP's ticketing system correspond with payments received. Follow established

procedures for refunds, exchanges, complimentary tickets, discounts, and other adjustments. Identify and promptly report discrepancies or unusual transactions to the appropriate supervisor and assist with end-of-day box office closing procedures.

- Communicate with the Front of House and production staff to help ensure a smooth patron experience.
 - Share relevant information about ticketing issues, seating needs, special circumstances, and other patron concerns in a timely and professional manner. Understand staff roles and follow established communication and escalation procedures, involving the appropriate supervisor when an issue requires additional assistance or authorization. Maintain a team-oriented approach and communicate clearly, respectfully, and discreetly.
- Assist with opening and closing box office procedures.
 - Follow established checklists and procedures to prepare the box office for daily operations, including setting up equipment and ticketing systems, reviewing performance and will-call information, and ensuring supplies and materials are ready. At closing, assist with completing daily transactions, reconciling assigned cash and sales information, securing confidential and financial materials, shutting down equipment, and preparing the box office for the next business day. Promptly report discrepancies, equipment issues, or other concerns to the appropriate supervisor.
- Maintain an organized, clean, and welcoming box office environment.
 - Keep work and patron-facing areas neat, professional, and free of unnecessary clutter; organize tickets, supplies, forms, and other materials so they are readily accessible; and ensure patron information and signage are current and clearly presented. Restock supplies as needed, prepare the box office for busy performance periods, and leave the workspace organized and ready for the next shift. Take initiative to identify and report equipment, maintenance, or other issues that may affect the patron or staff experience.
- Handle patron information and financial transactions with discretion and confidentiality.
 - Protect patron contact information, ticketing records, purchasing information, and other confidential data; access and share information only as necessary to perform assigned job responsibilities. Follow TMP procedures for handling cash, payments, financial records, will-call lists, and other sensitive materials. Maintain secure computer and workspace practices, protect login credentials and payment information, and promptly report any suspected loss, error, or unauthorized disclosure to the appropriate supervisor.
- Assist with special events, opening nights, and other TMP activities as needed.

- Provide box office, ticketing, check-in, guest service, and administrative support for special events and high-attendance performances. Help prepare guest lists, tickets, signage, and other event materials; welcome and direct attendees; and assist with increased patron volume before and during events. Work collaboratively with Box Office, Front of House, production, development, and other TMP staff as appropriate. Maintain a flexible, professional, and team-oriented approach and be willing to work occasional additional evening or weekend hours when event schedules require.
- Perform other duties related to box office and patron services as assigned.
 - Support the team with routine administrative, organizational, customer service, event, and operational tasks as needed. Demonstrate flexibility when priorities change, be willing to learn new procedures, and contribute to the overall success of TMP's box office and patron experience. Ask questions or seek guidance when assigned a task outside their training or authority.

Please note this list is not designed to cover or contain a comprehensive list of activities, duties, or responsibilities that are required for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Working Conditions

- The position involves regular interaction with patrons and may require periods of standing, sitting, walking, and working at a computer
- Box Office Assistants must be able to work effectively in a sometimes fast-paced environment, particularly immediately before performances.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Location

This position will be based at the Organization's Tacoma, WA office location.

Contact Information

For all communications regarding this position, use the contact information below.

- Contact Name: Brittany Henderson
- Contact Email: brittanyhenderson@tmp.org
- Contact Phone: 253-565-6867
- Contact Address: 7116 6th Ave Tacoma WA 98406

- Website: <https://www.tmp.org/>

How to Apply

Interested candidates should submit the following materials for consideration: A current résumé outlining relevant professional experience, skills, and qualifications. A brief cover letter describing your interest in the Box Office Assistant position and how your experience prepares you to support Tacoma Musical Playhouse's patrons, volunteers, productions, and organizational mission. Contact information for three professional references. References will only be contacted with the candidate's permission. Please submit application materials to brittanyhenderson@tmp.org with the subject line "Box Office Assistant Application." Applications will be reviewed as they are received, and the position will remain open until filled. Candidates selected for an interview will be contacted directly.

EEO Statement

Tacoma Musical Playhouse is an equal opportunity employer and encourages individuals with diverse backgrounds, experiences, and perspectives to apply.

Disclaimer

Applicants may be subject to a background check. Employees in this position must be able to satisfactorily perform the essential functions of the position. If requested, Tacoma Musical Playhouse will make every effort to provide reasonable accommodations to enable employees with disabilities to perform the position's essential job duties. As markets change and the Organization grows, job descriptions may change over time as requirements and employee skill levels evolve. With this understanding, Tacoma Musical Playhouse retains the right to change or assign other duties to this Box Office Assistant position.

Application Deadline

Tacoma Musical Playhouse accepts applications on a rolling basis.

Even if your qualifications don't match our criteria exactly, we welcome you to apply if you have an interest and feel you would be able to succeed in this position. We have found that people with a diversity of backgrounds and variety of experiences in our workforce creates a more rewarding, dynamic, and effective work life.