

DALLAS CHILDREN'S THEATER

JOB TITLE: Box Office Associate
DEPARTMENT: Marketing
REPORTS TO: Box Office Manager
CLASSIFICATION: Full-Time, Salaried
SALARY RANGE: \$35,000.00 - \$39,000.00

Our Mission

The mission of Dallas Children's Theater is to inspire young people to creative and productive lives through the art of theater.

Equity, Diversity, Justice, and Inclusion

DCT is committed to excellence in theater arts programming that challenges and inspires young people from every race, culture, gender, social class, ability, and sexual orientation to develop their unique creative talents and individual perspectives to contribute to a more pluralistic and peaceful world. DCT promotes equity, diversity, and inclusion in all areas of the institution, including its programming, board, and staff.

Summary

Working closely with the Box Office Manager, the Box Office team, and DCT's Front of House staff, the Box Office Associate plays a key role in delivering an elevated, family-friendly patron experience. We are seeking candidates who can work both weekday and weekend shifts. Box Office Associate will work 40 hours per week onsite. Tessitura experience is preferred, though any ticketing background is helpful.

Key Duties & Responsibilities

- Maintain and update Box Office training materials.
- Train new Front of House staff and Box Office Representatives.
- Serve as the onsite weekend manager during public performances:
 - Troubleshoot customer service issues and Front of House logistics.
 - Submit a "post-weekend" report to the Box Office Manager.
 - Lead emergency procedures.
 - Ensure on-time house opening and show start times in collaboration with the Stage Manager.
 - Reconcile the weekend cashbox and prepare deposits.
- Open and close the Box Office.
- Manage record-keeping for Student Matinees:
 - Print seating charts for House Managers.
 - Communicate special notes (e.g., accessible seating needs).
 - Complete the OAC Report for each performance.
- Maintain inventory and organization of Box Office supplies and records, including:
 - First Aid Kit
 - Office supplies
 - Box Office equipment (Assistive Listening Devices, flashlights, etc.)
 - Secure storage of sensitive information
- Maintain and update Front of House signage in the Lobby and Baker Theater.
- Order cast lunches.
- Assist with fulfillment of donation requests.
- Maintain the DCT postage meter.

- Update the DCT staff contact sheet, phone extension list, and mailboxes.
- Additional duties as assigned.

This job description is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments.

Required Skills, Knowledge, and Essential Attributes

- High school diploma or equivalent
- Excellent customer service and communication skills
- Reliability, timeliness, flexibility, and strong follow-through
- Ability to work collaboratively as part of a team
- Professional demeanor and ability to work well under pressure
- Basic proficiency with computer programs (Word, Excel, Google Suite, etc.)
- Passion for the arts
- Ability to pass a background check

Preferred Skills and Knowledge

- Experience with Tessitura or other ticketing software (training available for the right candidate)
- Previous customer service experience
- Knowledge of basic first aid
- Ability to speak Spanish

Dallas Children's Theater is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment regardless of age, race, color, religion, gender, national origin, sexual orientation, disability, or veteran status.

To apply, please email a resume with references and a cover letter outlining your background, experience, and any computer or ticketing software knowledge to staff.openings@dct.org with "Box Office Associate" in the subject line.

About Dallas Children's Theater

Dallas Children's Theater features professional actors performing for an annual audience of 90,000 young people and their families through mainstage productions and an arts-in-education program. As the only major organization in Dallas dedicated solely to youth and family theater, DCT builds bridges of understanding between generations and cultures, fostering an early appreciation of literature, art, and the performing arts in tomorrow's artists and patrons.