



SOCIETY FOR THE PERFORMING ARTS
Bringing the World's Best to Houston

Position: **Box Office Associate**
Status: non-exempt, hourly, part-time position
Reports to: Patron Services Manager
Location: Society for the Performing Arts, Houston TX
Salary: \$15/hour
To Apply: Submit resume and email identifying interest to employment@spahouston.org
Posted: October 29, 2021; open until filled

SPA is an equal opportunity employer – we value diversity. All are encouraged to apply. Strong candidates will work in alignment with SPA's [Mission and Values](#)

Box Office Associate will be responsible for providing excellent customer service to ticket buyers at performances presented by Society for the Performing Arts (SPA), including walk-up sales, will-call pickup, and resolving patron ticketing issues. Box Office Associates interact directly with SPA patrons, representing the organization prior to showtime. The best suited individuals are friendly and courteous, appreciate live arts, and enjoy interacting with the public. This position involves training on and use of the Spektrix sales interface. The work schedule will be based on SPA's upcoming performances and planned long in advance. Most performances occur in the Theater District, at Jones Hall for the Performing Arts, Wortham Center, or Hobby Center for the Performing Arts.

Specific Responsibilities:

- Attend to ticket sales and assist patrons with purchase decisions during performances, using Spektrix sales interface.
- Assist with will call distribution.
- Work with SPA staff to provide the highest level of customer service.
- Ascertain and resolve patron's concerns, requests, and/or complaints in a timely, courteous and informed manner.
- Maintain knowledge of shows currently available to patrons.
- Understand and relate purchasing policies to patrons.
- Collect complete and accurate data from patrons.
- Ability to work weekday and weekend evenings. The full schedule is provided below.
- Assist with VIP experiences as needed.
- Perform other duties as required.

Current Full Work Schedule (subject to change):

Date/s	Hours Needed (Minimum)	Performance
Monday, January 10, 2022	4:00 PM – 8:00 PM	Ramses the Great and the Gold of the Pharaohs
Monday, January 17, 2022	4:00 PM – 8:00 PM	Neil deGrasse Tyson: Astronomy Bizarre
Wednesday, January 19, 2022	4:00 PM – 8:00 PM	Mystery Science Theater 3000 LIVE: Time Bubble Tour
Friday, January 28, 2022	4:00 PM – 8:00 PM	Jeff Goldblum & The Mildred Snitzer Orchestra
Saturday, February 5, 2022	4:00 PM – 8:00 PM	An Evening with Chris Thile
Tuesday, February 15, 2022	4:00 PM – 8:00 PM	An Evening with Fran Lebowtiz
Friday, February 18, 2022	4:00 PM – 8:00 PM	Alvin Ailey American Dance Theater
Saturday, February 19, 2022	10:30 AM – 2:30 PM 4:00 PM – 8:00 PM	Alvin Ailey American Dance Theater
Friday, March 11, 2022	4:00 PM – 8:00 PM	Seong-Jin Cho Plays Chopin

Monday, April 4, 2022	4:00 PM – 8:00 PM	Drum Tao 2022
Saturday, April 9, 2022	4:00 PM – 8:00 PM	SW!NG OUT
Sunday, April 10, 2022	10:30 AM – 2:30 PM 4:00 PM – 8:00 PM	Daniel Tiger
Thursday, April 28, 2022	4:00 PM – 8:00 PM	David Sedaris
Monday, May 2, 2022	4:00 PM – 8:00 PM	Yotam Ottolenghi
Friday, May 6, 2022	4:00 PM – 8:00 PM	A.I.M by Kyle Abraham: An Untitled Love
Friday, May 17, 2022	4:00 PM – 8:00 PM	Black Violin
Sunday, May 22, 2022	4:30 PM – 8:30 PM	Neil Gaiman

Essential Skills/Qualifications:

- Excellent interpersonal communication skills and an authentic interest in interacting with patrons.
- Ability to maintain a high level of professionalism in all circumstances.
- Experience in customer service is a plus, as is prior experience with Point of Sale systems.
- Passion for and/or experience in the performing arts is a plus.

How to Apply:

Applicants should send a resume and email identifying interest and qualification in the position to employment@spahouston.org.

Potential employees must pass a background check and provide proof of COVID vaccination.

SPA Provides:

Approximately **8 hours** of training prior to the first performance. And special offers to select performances. **Theater District parking for scheduled shifts provided by company.**

About Society for the Performing Arts:

[We've announced our 21/22 Season!](#) There's a lot to look forward to.

Society for the Performing Arts seeks to become a mirror for the cultures and creativity of our city, and a window to the wider world of live performing arts. For 54 years, we've presented remarkable experiences in Houston's theaters and venues. It's a good time to join our team—we're just getting started.