

FOH Box Office Associate

Founded in 1976 by award-winning director Lou Bellamy, Penumbra is a nationally recognized organization housing Minnesota's only black professional theatre company. Penumbra has earned tremendous accolades, producing nearly 200 plays, over 30 premieres, and has cultivated generations of artists of color. Through our powerful art, we open hearts, rehearse strategies for change, and dispel dehumanizing narratives of people of color. Today, Penumbra is evolving into its next life cycle: a performing arts campus and center for racial healing that nurtures black artists, advances equity, and facilitates wellness for individuals and community.

Penumbra seeks several individuals to join our Front of House (FOH) team. This is a part-time position reporting to the Senior Guest & Client Services Manager. The FOH Box Office Associate will usually be the first contact with our patrons and must put customer service first. This position also requires that the person works well within a team environment and independently. Theatre experience is not required, but helpful. Training for each task will be provided.

Primary Tasks & Responsibilities:

- **Customer Service** – Interaction with theater patrons to ensure their needs are met and their theater experience is memorable.
- **Box Office & Ticket sales** - Entails learning and understanding the ticket sales systems, retrieving phone messages, returning phone calls, answering email questions, and reconciling money and reports at the end of the day. Tickets are purchased over the phone, as well as online or in person.
- **Concession Sales** – Set up and sale concessions. Generate sales report and reconcile all money at the end of the day.
- **House Manager** – Ensure the safety and comfort of patrons attending the event, manage volunteer ushers and generate house reports.

Minimum Requirements:

- Pleasant speaking voice and excellent communication skills, both oral and written.
- Able to do multiple tasks and follow directions
- Some computer skills a must
- Must be team player and able to fit into Penumbra's environment
- Able to work without immediate supervision and make sound judgment choices
- Must be flexible in work hours, evenings and weekends required
- Must be able to count money, make change and possess good problem-solving skills

The FOH Box Office Associate is a part time position and active only when there are events/production runs. Penumbra Theatre Company is an Equal Opportunity Employer that values a diverse and inclusive environment. All applicants are welcome.

How to Apply

Please send your cover letter, resume, and three professional references. Include "FOH Box Office Associate" in subject line and email to: boxoffice@penumbrateatre.org Applications will be reviewed, and interviews will be conducted on a rolling basis until the positions are filled. No phone calls, please.