



Live Shows. Shared Memories. Since 1921

Job Title: Box Office Assistant Manager (Part-Time)

Location: 12 N Saginaw St, Pontiac Michigan

Schedule Type: In person.

Wednesdays, Thursdays, Fridays from 12 – 5pm and maximum of 4 events per month.

About Us: Flagstar Strand Theatre is a historic and vibrant entertainment venue in the heart of Pontiac, Michigan. We are dedicated to providing our community with unforgettable live performances and events. We are seeking a Box Office Representative to join our team and ensure that every patron's experience at our theater is exceptional.

Job Overview: As a Box Office Representative at Flagstar Strand Theatre, you will play a crucial role in providing excellent customer service to our patrons. You will be responsible for selling tickets, answering inquiries, and assisting guests with their ticketing needs. This position requires exceptional interpersonal skills, attention to detail, and a passion for the performing arts. This position reports to the Theatre Manager and works collaboratively with other Strand Staff.

Key Responsibilities:

- Responsible for communication with tour/rental and Strand Management including creation of event builds in Ticketmaster and reports
- Oversee customer relations including emailing, answering social media message, website inquiries
- Oversee & maintain Box Office banks, cash reports, and settlement report
- Provide accurate and up to date information regarding event details, seating arrangements, and ticket pricing
- Responsible for working the box office during the week
- Responsible for working as a manager for a maximum of four events per month
- Assist Marketing Manager with ticket updates, offers, trends, and potential street team
- Oversee and assist with memberships, will-call, VIP ticketing, group ticketing, corporate ticketing, educational ticketing, complimentary tickets, and refunds
- Greet and assist patrons in a friendly and professional manner
- Address customer concerns, resolve ticketing issues, and assist with any special requests
- Ensure the box office area is clean, organized, and well-maintained
- Stay up-to-date on Ticketmaster improvements and information

Qualifications:

- High school diploma or equivalent.
- Customer service experience, preferably in a box office or similar setting.
- Excellent interpersonal and communication skills.



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- Ability to handle cash and perform basic math calculations.
- Proficiency with ticketing software or the ability to quickly learn new software. Including minor coding through the TM Host.
- Strong attention to detail and problem-solving skills.
- Availability for our standard box office hours and maximum 4 events per month, which can include evenings and weekends. Note: events are scheduled at least one month in advance.
- A passion for the performing arts and a commitment to providing exceptional service.

How to Apply: If you are a friendly and enthusiastic individual with a passion for the performing arts, we encourage you to apply for the Box Office Representative position at Flagstar Strand Theatre. Please submit your resume and a cover letter detailing your relevant experience and your interest in this role to:

Amanda Brady, Theatre Manager, at abrady@flagstarstrand.com

Flagstar Strand Theatre is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace for all employees and patrons.