Job Description: Assistant Box Office Manager

The Assistant Box Office Manager supports the mission of the Wortham Center for the Performing Arts by helping deliver exceptional customer service and ensuring the smooth day-to-day operation of the Box Office.

The Assistant Box Office Manager works closely with the Box Office & Ticketing Manager to support ticket sales, patron services, event operations, and administrative functions. This position plays a key role in creating a welcoming and positive experience for guests while helping maintain efficient ticketing operations across the organization.

The Wortham Center for the Performing Arts includes the Diana Wortham Theatre (500 seats), the Tina McGuire Theatre (100 seats), and the Henry LaBrun Studio. Located in the heart of downtown Asheville, NC, Wortham serves more than 55,000 people each season through the Wortham Presents Series of critically acclaimed touring artists, a robust education program including a Student Series, community classes, and summer camps, and as the home venue for more than 40 local organizations.

Reports to: Box Office & Ticketing Manager
Application Deadline: Open until filled

Hours:
The Assistant Box Office Manager is an in-person, full-time, non-exempt position scheduled for 30–40 hours per week. Regular schedule includes daytime, weekday Box Office hours. Frequent evening and weekend hours are required and are a significant part of this role, supporting performances, classes, and select events throughout the season.

Compensation & Benefits:
This position pays $19.00 per hour per hour and includes excellent benefits including health, dental, life insurance, Flexible Spending Account, parking, and paid time off.

Key Responsibilities:

Box Office Operations & Customer Service

- Process ticket sales and exchanges by phone, email, mail, online, and in person.
- Open and close the Box Office according to daily operating hours and event schedules.
- Accurately process and reconcile cash, check, and credit card transactions.
- Provide exceptional customer service and assist patrons with ticketing inquiries and event information.
- Manage patron communications, including confirmations, email reminders, thank-you messages, and other ticketing-related correspondence.

Event & Program Support

- Provide onsite Box Office coverage for events including Wortham Presents performances, Student Series programs, and select rental events, many of which occur during evenings and weekends.
- Serve as the onsite representative and class monitor for community classes and other events as assigned.
- Coordinate with Front of House staff as needed to assist with patrons before, during, and after events.

Systems & Administrative Support

- Assist with event setup and maintenance within the ticketing system and website.
- Maintain inventory of ticket stock, Box Office supplies, and related materials.
- Receive deliveries and ensure materials are distributed or stored appropriately.
- Support administrative projects and daily operational needs of the Box Office.

Team Support

- Serve as the primary Box Office lead during the Box Office & Ticketing Manager's absence.
- Assist with training and support of Box Office Associates.

Qualifications

- Customer service experience required; ticket sales or box office experience preferred.
- Cash handling experience preferred.
- Strong verbal and written communication skills.
- Professional, courteous, and customer-focused in all interactions.
- Ability to work independently and collaboratively as part of a team.
- Proficiency with Microsoft Office and general computer applications; ticketing software experience preferred.
- Strong organizational skills and attention to detail.
- Ability to manage multiple priorities in a fast-paced environment.
- Demonstrated ability to exercise sound judgment, maintain confidentiality, and solve problems effectively.

To apply:

Submit a cover letter and current resume as one document to boxofficemanager@worthamarts.org. Please use "Assistant Box Office Manager" as the subject line. No telephone calls or drop-ins, please. The successful candidate for this position may be subject to a comprehensive pre-employment background check. Wortham Center for the Performing Arts is an equal opportunity employer and does not discriminate on the basis of race, color, marital status, religion, gender, gender expression, age, sexual orientation, veteran status, national origin, genetic information, or physical or mental disabilities that do not hinder performance of essential job tasks.

Wortham Center for the Performing Arts is committed to recruiting, supporting, and fostering an equitable, diverse, and inclusive community of outstanding staff members and volunteers. Those who share this goal are encouraged to apply.