

Thursday, August 24, 2017

## Third Rail Projects Seeks Box Office and Communications Associate

Company: Third Rail Projects

Location: Brooklyn, NY

Compensation: \$15-\$18/hour. Pay commensurate with experience.

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The critically acclaimed immersive and site-specific company Third Rail Projects is seeking a part-time Box Office and Communications Associate. Reporting directly to the Artistic Directors and the Associate Manager of Marketing and Communications, this position's key responsibilities include managing the box office for the company's long running show *Then She Fell* and managing general inquiries. The ideal candidate is a clear communicator, has excellent organizational and project management skills, experience with data management and tracking, and the ability to self-start and manage a variety of projects simultaneously. This is a new position with room to grow within the company.

Responsibilities Include:

### Box Office Management (80%)

- Monitor and respond to Box Office inquiries; Serve as main point person for all patrons, handling all inquiries within 24 hours of receipt;
- Distribute daily Door Lists for performances, workshops, and special events;
- Send final confirmation emails to all patrons;
- Coordinate and book house seats for VIPs, ADs, Press, etc.; Release house seats weekly
- Liaise with our box office storefront, Artful.ly, as needed;
- Create and manage production ticket suites on Artful.ly;
- Oversee ticketing software and manage troubleshooting;
- Create weekly reports on Box Office sales;
- Book Private Events and Buyouts. Serve as main point person for patrons including follow-up and tracking;
- Coordinate and book comps for press, company members, presenters, audits, etc.;
- Tracking of VIPs/Press etc. through management, upkeep, and analysis of Third Rail Projects Database as needed;
- Assist in the coordination of company events, private showings, and cultivation/fundraising events including, correspondence, RSVP & guest list management, waiting list management, management of event logistics, and on-site event support;
- Develop and maintain documentation and training material on Box Office policies and procedures;

### External Communications (20%)

- Manages all general inquiries through [info@thirdrailprojects.com](mailto:info@thirdrailprojects.com) and respond or forwards them to appropriate person/department;
- Coordinate with the Associate Manager of Marketing and Communications for timely and accurate updates to relevant communication platforms (websites, social media, etc.);
- Manage social media communications (mainly Facebook and Twitter) regarding ticketing, including posting when tickets are available, responding to ticket-based inquiries;
- Manage social media regarding general inquiries, responding where appropriate or passing communications to Associate Manager of Marketing and Communications;
- Process any donations received by mail and send acknowledgements letters/emails to for all donations received via Artful.ly.

Qualifications:

- Previous box office experience and/or working in an administrative capacity related to performance-based work strongly preferred;
- Adept at multi-tasking and prioritizing in a fast-paced and rigorous environment;
- Computer fluency, including excellent MS Excel skills;
- Excellent written and verbal communications skills;
- Self-starter and team player
- Familiarity with FileMaker a plus

Approximate Start date:

Week of October 2nd, 2017

To Apply:

Email cover letter, resume, and 3 professional references as PDFs to [hiring@thirdrailprojects.com](mailto:hiring@thirdrailprojects.com) by September 1st, 2017

About Third Rail Projects:

Hailed as one of the foremost companies creating site-specific, immersive and experiential dance and theater, Third Rail Projects, led by Artistic Directors Zach Morris, Tom Pearson, and Jennine Willett, is dedicated to re-envisioning ways in which audiences engage with contemporary performance. They have made work in New York, nationally, and abroad since 2000. Their currently running, award-winning immersive hit *Then She Fell*, was named as one of the "Top Ten Shows of 2012" by Ben Brantley of The New York Times, and acclaimed as one of the best theater experiences of 2013 by Vogue.

Fundamental to Third Rail Projects is the notion of re-imagining contexts for presenting contemporary work, as exemplified by a history of creating work sought after by avid dance and theater goers as well as underserved populations and those seeking unique experiences. Collaboration is integral to all of Third Rail Projects' endeavors, both in the creative process as well as the intersection with each new site, community, and cultural landscape in which they work. This manifests in numerous points of inquiry and programmatic objectives that foster artistic exchange and shared practice across unique communities.

In 2016, the company premiered four major works, all of which were met with massive critical and audience recognition: *As Time Goes By* in St. Petersburg, Russia, *Sweet & Lucky* with the Denver Center for the Performing Arts, *Learning Curve* with Albany Park Theater Project in Chicago, and *The Grand Paradise*, in Brooklyn which ran for 11 months and garnered rave reviews and Critic's Picks from The New York Times and Time Out New York, among others. This year they premiered their latest work, *Ghost Light*, again to rave reviews, at Lincoln Center Theater's Clair Tow Theater for a ten week run.

The artistic directors and company work nationally on new immersive and site-specific projects and internationally through the Global Performance Studio (GPS), which combines Third Rail Projects' creative and educational offerings through a program of cultural listening and exchange. Third Rail Projects has been the recipient of several prestigious awards, including two New York Dance and Performance (Bessie)

Awards for Then She Fell (2013) and Vanishing Point (2008), and the artistic directors were recently named among the 100 most influential people in Brooklyn Culture by Brooklyn Magazine.

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