

Wednesday, August 4, 2021

Box Office Coordinator

Company: The Tank

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Location: New York, NY

Compensation: Salary: \$22,000 annually. 50% employer contribution to Tank health plan. Transitcheck and flexible paid vacation.

Organization Description:

Founded in 2003, The Tank is a multi-disciplinary non-profit arts presenter and producer, which provides a home to emerging artists working across all disciplines, including theater, comedy, dance, film, music, puppetry, and storytelling. Led by Artistic Director Meghan Finn, Director of Artistic Development Johnny G. Lloyd, and Managing Producer Danielle Monica Long King, The Tank champions emerging artists engaged in the pursuit of new ideas and forms of expression. In doing so the company removes the economic barriers from the creation of new work for artists launching their careers and experimenting within their art form. From the company's home with two theaters on 36th Street, The Tank serves over 2,500 artists every year, presents over 1,000 performances, and welcomes 36,000 audience members annually. The company fully produces a curated season of 13-18 theatrical World or New York premieres each season.

Position Overview:

The Box Office Coordinator is responsible for overseeing the team that performs online and in-person box office and front of house duties across the spectrum of The Tank's onsite, offsite and virtual programming and welcomes both audience and artist into our space. The Box Office Coordinator will work closely with Tank staff to see that all aspects of ticketing, patron services and front of house are executed in an efficient, expedient, safe and organized manner.

The Box Office Coordinator will lead a team of Front of House Managers, interns, and volunteers to see that all of the shifts are fully staffed for upwards of 20 live and virtual performances each week. The position will work 20-25 hours per week, including mostly evening/weekend shifts of 3-6 hours and one mandatory daytime staff meeting each week.

Responsibilities of the position will include:

- Staff weekly FOH shifts with box office staff and volunteers for all Tank performances. Performing primary box office duties for 5 shifts per week.
- Field patron and artists questions and ticketing requests via email and phone during box office hours.
- Field and process artist comp requests.
- Liaise with artists and where applicable, stage management, to set expectations for preshow and admission.
- Manage box office staff and volunteers. Front of House staff will report sales totals, cash and accounting directly to the Box Office Coordinator.
- Actively participate in The Tank's ongoing discussions and practice to make The Tank an explicitly anti-racist and anti-oppressive organization and a welcoming, generative space.
- Maintain a cleanly organized public space that follows Tank COVID-19 Safety guidelines and protocol. Communicating with janitorial and administrative staff to maintain systems that ensure this.
- Perform basic tidying duties before and after each FOH shifts to ensure COVID, artist and patron safety.
- Order and re-stock front of house, lobby and concessions supplies
- Provide accurate and complete accounting of ticket and concessions sales.
- Prepare and distribute box office reports to artists on a regular basis.
- Report FOH activities to the administrative staff on a daily basis.
- Maintain F-03 FDNY Fireguard status.

Desired Qualifications:

- 1-3 years in Customer Service in a public-facing capacity; previous customer service experience in the performing artist, a plus
- Experience leading and supervising a team
- Familiarity with online ticketing platforms (The Tank currently uses AudienceView Professional, formerly ovationtix.)
- Detail-oriented and eagerness to develop systems and processes that ensure clear, timely communication
- Familiarity with Microsoft Office suite, especially excel
- F-03 FDNY Fireguard status or willingness to be certified

Interested applicants should send a cover letter and resume to Managing Producer Danielle King at dking@thetanknyc.org.

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