



**POSITION:** Part-Time Ticket Services Sales Associate  
**CLASSIFICATION:** Permanent  
**LOCATION:** On-site  
**FLSA STATUS:** Part-Time / Non-Exempt  
**SUPERVISOR:** Box Office Sales & Ticketing Manager  
**SALARY:** \$18/hr

### **About New 42**

A midtown Manhattan cultural organization, New 42's mission is to make extraordinary performing arts and cultural engagement part of everyone's life from the earliest years onwards. We do this work through the New Victory Theater (New York City's premier theater for kids and families) and New 42 Studios ("Broadway's secret laboratory").

### **The Position**

New 42 seeks part-time Ticket Services Sales Associates for New Victory Theater, a 499-seat theater for kids and families, in the heart of Times Square. We are seeking friendly, energetic, customer service oriented individuals with box office experience to join our Ticket Services team. Ticket Services Sales Associates serve as customer-facing team members, and are essential in welcoming patrons to the New Victory family.

### **Primary Responsibilities**

- Sell tickets and assist patrons on the phone, through email, on the website using live chat, and in person at the box office window
- Distribute tickets at will call and troubleshoot e-ticket access

### **Requirements**

**This position requires a commitment to a fixed weekly schedule of Fri, Sat & Sun and work hours totaling approximately 22-24 hours per week - generally between 11am-7pm. Flexibility to work some holidays required.**

- Ability to perform multiple tasks in a fast-paced environment
- Strong customer service skills
- Basic accounting and computer skills
- Strong communication, prioritization, and organizational skills
- English proficiency, bilingual a plus
- Prior box office experience desired
- Knowledge of Tessitura Ticketing software and Google Suite a plus



## **Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities**

New 42 is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind: New 42 is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetic information, predisposition or carrier status, disability, age, military or veteran status, or any other status protected by applicable law. New 42 is committed to anti-oppressive practices in all departmental business processes; we aim to prioritize and advance as an anti-racist and anti-oppressive organization.

### **To Apply**

Please include a resume and a cover letter identifying your specific interest in and qualification for the position at [careers@new42.org](mailto:careers@new42.org)