



Position: Ticket Services Sales Associate
Location: On-site
FLSA Status: Part-Time/Non-Exempt
Salary Range: \$18.00/hr
Reports to: Assistant Director of Ticket Operations
Supervises: n/a

PART-TIME TICKET SERVICES SALES ASSOCIATE

The Organization

Building on the foundation of seven historic theaters, The New 42nd Street (New 42) is a leading performing arts nonprofit whose mission is to make extraordinary performing arts a vital part of everyone's life from the earliest years onward. Led by President & CEO, Russell Granet, New 42 engages a wide diversity of New York City youth, artists, educators, and audiences through the New Victory Theater's stage presentations from around the world, award-winning education and youth employment programs, New Victory LabWorks, an incubator for new works, and state-of-the-art rehearsal studio spaces for New York City's creative community.

We believe that representation matters both on the stage and behind the scenes, and seek employees who feel the same. We also know that creative people often come with non-traditional resumes and experience; if you believe you'd be a great fit here, please don't count yourself out—we want to hear from you! Read more below on how to apply.

The Position

New 42 seeks a part-time Ticket Services Sales Associate for its theater; The New Victory Theater, a 499-seat theater for kids and families, in the heart of Times Square. We are seeking a friendly, energetic, customer service oriented individual 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 Duties and Responsibilities:

- Selling tickets and assisting patrons on the phone, through email, on the website using RingCentral chat, and in person at the box office window
- Maintain a working knowledge of the entire New Victory season, education and engagement programs
- Ability to proactively identify, and clearly and calmly, address any ticketing issues that may arise
- Distributing tickets at will call and troubleshooting e-ticket access

Essential Knowledge and Qualifications:

- The ideal candidate is self-motivated, open to taking on new tasks and challenges, and enjoys collaborating with a team.
- The ability to perform multiple tasks in a fast-paced environment
- Strong customer service skills
- Proficiency in a range of digital office platforms, including Google Suite apps and Microsoft Teams
- Strong communication, prioritization, and organizational skills
- 1-2 years' prior box office experience
- Knowledge of Tessitura ticketing software is a plus

This position requires a commitment to a fixed weekly schedule of Tue, Fri, Sat & Sun and work hours totaling approximately 26-28 hours per week - generally between 11am-7pm. Flexibility to work a weekday, weekends, evenings, and some holiday shifts is a must.

Why Should I Apply?

Be a part of this leading non-profit performing arts organization that is committed to empowering young people, artists and educators through the performing arts.

Equal Opportunity Employer

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.

Accessibility Needs

Any applicants needing accommodations for accessibility purposes, please don't hesitate to let us know what you need.

Applicants must submit the following to memberserv.hr@new42.org to be considered for the position:

- Cover letter expressing specific interest in and qualification for the position
- Resume