



Alabama Shakespeare Festival seeks a Box Office Associate

Alabama Shakespeare Festival (ASF) is currently seeking a friendly and organized individual to serve as Box Office Associate. Alabama Shakespeare Festival is a year-round professional LORT (C&D) theatre housed in an impressive two-theatre complex located in Montgomery, Alabama, that annually produces a vibrant season of Shakespeare as well as the classics, musicals, contemporary plays, TYA, and new works. In addition to ASF's stage productions, ASF serves its community through the Festival's many arts education programs, including SchoolFest, a student-matinee program that provides 30,000 – 40,000 students annually with subsidized tickets for a performance of one of ASF's plays.

The priority of a Box Office Associate is to provide good customer service for all patrons.

Duties and Responsibilities:

- Assist patrons with all aspects of ticketing and subscription needs using Tessitura® ticketing software.
- Provide pleasant, accurate, and expedient customer service for everyone entering the theatre.
- Knowledgeably answer patrons' questions about ASF and the current season of plays.
- Professionally answer phone calls and transfer to ASF staff when requested.
- Communicate with Shift Leader and Front of House staff about ticket orders with special circumstances or customer service issues.
- Staff for special events on ASF's grounds and in the community.
- Assist with marketing projects as needed.
- Work shifts as Gift Shop Associate, which includes processing sales, restocking inventory and supplies, maintaining displays, and dusting and vacuuming the shop.

Other characteristics and experience vital to this position:

- In addition to the above, the ideal candidate will also have excellent communication skills.
- Prior experience working in the customer service industry is a plus.

This is a part-time position. Must be able to work evenings and weekends.

To Apply:

Please send a cover letter and resume to Leigh Owen at lowen@ASF.net or 1 Festival Drive, Montgomery, AL 36117. EOE – M/F/D/V

Alabama Shakespeare Festival is proud to be an Equal Opportunity Employer. All qualified candidates will receive consideration without regard for age, race, religion, gender, identity, or disability.

Alabama Shakespeare Festival

Founded in 1972, Alabama Shakespeare Festival began as a summer theatre festival in Anniston, Alabama. The theatre moved to Montgomery in the 1980s after philanthropist Wynton "Red" Blount offered to build a new home for the theatre in a 250-acre park. The state-of-the-art performing arts complex, christened the "Carolyn Blount Theatre," represented the largest gift by an individual donor in the history of American theatre (\$21.5 million) at the time. Mr. Blount's gift of the theatre complex set ASF on the path of continuous artistic success and community service.



Carolyn Blount Theatre houses a Festival Stage (seats 792) and Octagon Stage (seats 262), outdoor amphitheater and garden, production shops, rehearsal halls, and administrative offices. More than one million bricks were used to build the complex, which contains more than 100,000 square feet of space. The late Russell Page, famed landscape architect, planned the English-style grounds and lake that surround the building and make up the stunning core of the Wynton M. Blount Cultural Park.

ASF is the largest professional, producing theatre in Alabama and one of the largest Shakespeare festivals in the world. Since the theatre first opened, millions of adults, children, and families have experienced the joy of theatre by attending ASF productions.

Mission and Values

Alabama Shakespeare Festival builds community by engaging, entertaining, and inspiring people with transformative theatrical performances and compelling educational and outreach programs.

As the region's most valued arts leader and community resource, we strive to build upon our reputation for artistic excellence, broaden our reach throughout the state and beyond, and expand public participation and support.

Our core values include **heritage**: producing work that speaks to the richness of human experience and the uniqueness of our region; **excellence**: sustaining a nurturing, supporting, and creative work environment; **community**: serving as a cultural conduit for community interaction; **accessibility**: embracing diversity and opening our doors to everyone in the community; **life-long learning**: providing unique avenues for personal and collective discovery; and **stewardship**: being reliable stewards of the marvelous resources provided to us.

Community

The New York Times recently recognized Montgomery, Alabama, as one of the top 52 places to visit in the United States, citing revitalized neighborhoods, a bustling downtown, and the many museums and historical sites focusing on the evolution of civil rights.

Montgomery is rich in both historic and cultural offerings for residents and visitors alike, including ASF and the Montgomery Museum of Fine Arts located in the Wynton M. Blount Cultural Park. In addition, other local attractions include the recently opened National Memorial for Peace and Justice and Legacy Museum of the Equal Justice Initiative, National Center for the Study of Civil Rights and African American Culture, the Rosa Parks Library and Museum, Freedom Rides Museum, and Alabama Nature Center.

As the state capital of Alabama, the city is populated by many state government agencies along with Maxwell-Gunter Air Force Base, the home of Air University. Montgomery has a vibrant academic community that includes public institutions Alabama State University, Troy University (Montgomery Campus), and Auburn University at Montgomery, as well as private institutions Faulkner University and Huntingdon College. High-tech manufacturing is also part of the diversification of Montgomery's economic base, which includes such international companies as Hyundai Motor Manufacturing Alabama among others.

Montgomery has won several national awards including Best Historic City by *USA Today*, All-America City in 2014 by the National Civic League, "Top City for Job Growth" in 2014 by ziprecruiter.com, and the "happiest city in Alabama." Montgomery has also been recognized nationally for its downtown revitalization and new urbanism projects. It was one of the first cities in the nation to implement Smart Code Zoning.