



BOX OFFICE REPRESENTATIVE POSITION SUMMARY

Compensation: \$18/hour
Location: Hartford, CT (in person)
Supervisory role: No
Department: External Relations
Reports to: Box Office Manager
Status: Part-time, non-exempt (approximately 15 hours/week)
Schedule: Nights, Weekends Required; Some Weekdays.
Benefits: Pro-rated paid sick leave

Who we are

Located in the vibrant heart of Hartford, Connecticut, Hartford Stage stands as a beacon of creativity and cultural enrichment serving nearly 50,000 people a year across Connecticut and southern Massachusetts. As one of the premier resident theaters in the United States, we captivate audiences with a rich tapestry of world drama, from timeless classics to daring new productions and rediscovered gems of the past.

Who we're looking for

Maybe you've worked in engineering, teaching, hospitality, carpentry, or IT. Maybe you were a bartender, a ride-share driver, a nurse, or an HR manager. Maybe you've been looking for a different place with new scenes and fresh lighting for a while, or maybe theater has been your life for a long time, and you can't wait to get back. This role could be that opportunity.

The position we're filling

As a **box office representative**, you will assist patrons with purchasing tickets, conduct outbound calling to sell tickets or support fundraising efforts, and represent Hartford Stage — both on the phone and in person from within the box office and at other local events. Your courteous interactions and thorough knowledge of Hartford Stage's programs and offerings will give the best first impression to all audiences.

What you'll be doing

- Selling and processing ticket orders, subscriptions, and donations
- Keeping accurate and comprehensive documentation of all transactions and contact with patrons
- Maintaining up-to-date knowledge on all discounts, marketing promotions, and theater events
- Interacting with patrons via telephone, email, and in-person
- Assisting with various box office projects as assigned
- Maintaining a high level of communication and teamwork across departments

What you bring

Excellence in:

- Working collaboratively and inclusively
- Verbal and written communication and interpersonal skills
- Customer relations
- Time management, prioritization, and self-discipline
- Working independently and flexibly under pressure
- Creative problem-solving
- Attention to detail and commitment to follow-through
- Learning and utilizing varied technology and systems

Bonus points:

- Experience in customer service, box office, or telemarketing
- Experience with Tessitura or other ticketing software
- Multilingual, particularly Spanish literacy and/or speaking skills

What we bring

- An invitation to contribute to a team of talented and collaborative individuals committed to a Tony Award-winning legacy
- A fun, engaging, inclusive, and equitable workplace committed to a transformative, experiential theater
- A unique opportunity to make an impact in the field and in the Hartford community

Please email your letter of interest and most current resume to hr@hartfordstage.org.

The priority application deadline for this position is **November 1, 2026**. Applications received by this date will receive priority consideration. While we will still accept and consider applications after this date, we encourage you to apply as early as possible for the best chance of being considered for the position. Please note that meeting the priority deadline does not guarantee an interview.