



## SILK ROAD THEATRE PROJECT

### —Announcing a Part Time, Independent Contractor Position—

- JOB TITLE:** Box Office Attendant
- JOB DESCRIPTION:** The box office attendant position is being offered as a temporary, project focused position. Position dates are October 1, 2010 to November 7, 2010 (with a possible extension to November 28, 2010). Attendant will be providing support during the run of *SCORCHED*.
- TRAINING SCHEDULE:**
- Friday, October 1<sup>st</sup>, 2pm to 5pm (learn Total Info database)
  - Monday, October 4<sup>th</sup>, 2pm to 5pm (learn Total Info database)
  - Tuesday, October 5<sup>th</sup>, 6pm to 10pm (set up box office, watch final dress rehearsal)
- WORK SCHEDULE:**
- Wednesdays (October 6<sup>th</sup>, October 26<sup>th</sup>, and November 3<sup>rd</sup>) from 5:30pm to 8:30pm
  - Thursdays (October 7<sup>th</sup> to November 4<sup>th</sup>) from 5:30pm to 8:30pm
  - Fridays (October 8<sup>th</sup> to November 5<sup>th</sup>), from 5:30pm to 9pm
  - Saturdays (October 9<sup>th</sup> to November 6<sup>th</sup>) from 12pm to 9pm
  - Sundays (October 10<sup>th</sup> to November 7<sup>th</sup>) from 12pm to 5pm
- If the play is extended, hours listed above will be extended through November 28<sup>th</sup>.
- PAY:** \$14 per hour plus \$5 travel stipend per day.
- LOCATION:** Training on Total Info will take place at Silk Road's administrative offices in the South Loop at 680 South Federal Street (2 blocks from the Harrison Red Line).
- All box office services will be provided from the theatre itself, located at 77 West Washington Street, Lower Level, Chicago (corner of Clark & Washington, across from the Picasso).
- SPECIFIC DUTIES:** Box Office Attendant will be the single individual managing the box office, including subscriber and audience services. Details follow:
- Print ticket stock
  - Handle phone inquiries
  - Update inventory
  - Sell tickets
  - Work with ticket distributors
  - Hand out will call tickets
  - Provide parking coupons
  - File end of day reports



**SKILLS &  
QUALIFICATION:**

As all box office tasks are handled within Silk Road's centralized database, applicants with experience in *Total Info* by Easy Ware are encouraged to apply.

Customer service and attention to detail are a must. Applicants with 4+ years experience with box office management, subscription sales, or group sales, should apply.

As the position requires an outstanding customer service personality, you should have an enthusiasm for theatre, passion for providing great customer service, and a desire to make all our audiences feel like "family."

Excellent verbal and written skills a must.

As this is a short term position, we are not accepting resumes from individuals who have conflicts with the position dates or schedule.

**TO APPLY:**

Please send resume and a cover letter via email to: [malik.srtp@gmail.com](mailto:malik.srtp@gmail.com) Do not call to follow up. Interviews will be scheduled as soon as possible and 1099 contract awarded immediately upon identifying the best candidate. Start date is October 1, 2010 and end date is November 7, 2010 (with a possible extension through November 28, 2010).

The cover letter should detail work experience, affirmation of availability for all dates and times listed above, as well as three references (please include name, affiliation, phone, and email for all references). Be sure to highlight past success in box office management and subscriber / audience services. We will be contacting all references. Not accepting friends and families as references; only looking for professional (job) affiliated references.