POSITION ANNOUNCEMENT
Box Office Associate

POSTING DATE: Fall 2026
STATUS: Part-Time
REPORTS TO:
Audience Services Manager and
Patron Experience and Rentals Manager (for on-site performance duties)

POSITION AVAILABLE: Fall 2026

ABOUT ROUND HOUSE THEATRE
Round House is a theatre for everyone. We enrich our community through bold, outstanding theatrical and educational experiences that inspire empathy and demand conversation. We work toward equity, diversity, and inclusion across all aspects of our organization; we highlight voices that have been historically misrepresented and under-resourced by the theatre field; and we ensure that our work is accessible to patrons of all ages, cultural backgrounds, economic groups, and physical ability. Our organizational values include a commitment to be an anti-racist, anti-sexist organization. We actively encourage people from a variety of backgrounds with different experiences, skills, and stories to join us and develop our working practice.

Round House Theatre is one of the "Big Six" professional theatres in the Washington, DC area, with "a renovation matching [its] upgrade in recent years as a purveyor of dramatic art" (Peter Marks, *The Washington Post*). A nonprofit professional LORT theatre with an annual budget of more than $6 million located in suburban Washington, DC (Bethesda and Silver Spring, MD), Round House produces a six-show season of new plays, modern classics, and musicals for more than 50,000 patrons each year at its newly renovated 350-seat theatre in Bethesda in addition to providing educational programs for more than 5,000 students of all ages at its six-classroom Education Center in Silver Spring, in schools throughout Montgomery County, and at the Bethesda theatre.

JOB DESCRIPTION

Round House Theatre seeks part-time Box Office Associates to work a mix of daytime, evening and weekend hours. The box office is open Tuesday through Friday from 11:30AM to 5PM, with additional evening and weekend hours based on the performance schedule. Responsibilities include, but are not limited to, providing customer service, single ticket and subscription sales, cash management, and other general administrative tasks as assigned by supervisor. Candidates must have good computer and phone skills, a positive attitude, and the ability to work in a fast-paced environment. Previous box office experience or a strong background in customer service are required.

ORGANIZATIONAL STRUCTURE

The Box Office Associate reports directly to the **Audience Services Manager** and **Patron Experience and Rentals Manager** (for on-site performance duties)

ESSENTIAL DUTIES & RESPONSIBILITIES

- Arrive to workstation on time and ready to work; work all scheduled shifts and attend required trainings and meetings. Maintain organized working area, and environment.
- Prepare Will Call and mail tickets. Process donations, single or subscription ticket orders, and assist group ticket buyer. Assist in subscription renewal calling campaign.
- Provide excellent service over the phone and in-person, addressing needs of patrons in a friendly, helpful, timely and effective manner. Maintain knowledge of plays, ticket policies, and website navigation.
- Assist in controlling patron flow and backed up lines – helping to reduce patron waiting time.
- Assist patrons with problems or concerns, contact management as appropriate regarding patrons with problems or concerns.
- Assist with training of new Box Office Associates.
- Work directly with House Management staff to ensure performances start in a timely manner. Assist House Management team in preparing the lobby before performances and intermission.
- Additional hours available venue hosting for rentals in either Bethesda or Silver Spring.
- Perform other duties as assigned.

PREFERRED QUALIFICATIONS AND CAPABILITIES

Where the qualifications are described in terms of formal education or direct work experience, Round House welcomes the substitution of relevant prior experience.

- Prior box office, or similar customer service experience preferred, but not required.
- Excellent customer service. Strong interpersonal, written, and oral communication skills.
- Must be adaptable and able to work in fast-paced environment.
- Schedule flexibility and willingness to work performances and events, including nights and weekends.
- Strong computer skills required. Previous experience with ticketing software (Tessitura preferred) is a plus but not required.
- A background and/or interest in theatre is a plus.

HOW TO APPLY

Submit a cover letter and resume to boxoffice@roundhousetheatre.org. Round House Theatre is an Equal Opportunity Employer. Persons from diverse backgrounds are strongly encouraged to apply. For more information about Round House Theatre, please visit RoundHouseTheatre.org. No phone calls please.

Wages: $18 - $19 per hour