

Lights, Camera, Action: We Are Seeking a Box Office Manager & Secretary!

Description: Love theatre and supporting the performing arts? Stebens Children's Theatre is seeking an enthusiastic, positive, and organized Box Office Manager & Secretary.

Skills: Excel, Word, Strong Interpersonal Skills, Excellent Written Communication Skills, Proactive, Positive and Growth Mindset with a willingness to learn our programs for poster making, program making, ticketing, Canva, and must be knowledgeable with social media platforms.

Hours: 3:30 pm-7:30 pm Monday-Friday. During performance days, must be able to run the box office on Friday, Saturday, and Sunday 30 minutes prior to the performance and stay until 15 minutes into the performance for late arrival patrons.

Dates: Start immediately. Office open August 18th, 2025-June 14th, 2026. With off days November 26-28 (Thanksgiving), December 22-January 5 (Christmas), March 9-13 *or equivalent if Mason City School District break is different (Spring Break), Monday holidays off include Labor Day, Memorial Day, Presidents Day, etc. All off days are unpaid.

Duties and Responsibilities:

- Manage transactions of ticket sales, season subscriptions, and tier class and workshop payments.
- Print and prepare tickets for performances through our ticketing software.
- Monitor the theatre lobby as students arrive and depart.
- Prepare, manage, update, and print tier class and workshop rosters regularly.
- Cover/substitute teach tier classes when needed (falls within box office hour times and will be provided with a lesson plan).
- Manage tier class and workshop billing, which includes sending invoices, payment reminders, and maintaining an updated roster of received payments.
- Must be flexible and willing to learn and create theatre playbill programs following the guidelines and programs needed from our program printer.
- Must be flexible and willing to learn and create production posters using our poster creating program and follow the guidelines needed from our poster printer.
- Create daily fun, exciting, and eye-catching social media content (photos and videos) about the creative work occurring in our tier classes, workshops, and promoting our events and theatre productions.
- Create and send out monthly emailed newsletter.
- Prepare audition paperwork for director and production team.

- Organize and reach out about signups for student and parent/guardian volunteers for mainstage productions and for special events. Train volunteers.
- Market the annual program advertising and direct sales through a spring and fall campaign, culminating in the placement of advertising for the program in October.
- Assist at the Stebens Children's Theatre Annual Fundraiser and help orchestrate aspects such as raffle and other auction items. Help with setup and cleanup.
- Manage and organize all incoming auction items for the Stebens Children's Theatre Annual Fundraiser. Organize and record tickets/tables sales and follow-up thank you notes.
- Assist with contacting and securing donors for the annual Stebens Children's Theatre Fundraiser.
- Maintain all mailing lists, membership files, files, records, scripts, and pictures.
- Supervises the preparation of bulk mailing for the theatre.
- Perform usual secretarial and clerical duties including telephoning, filing, copying, answering phone calls, and taking messages.
- Prepare the greenroom/board meeting room for all Board meetings (such as setting out agendas and writing utensils), receptions and performances, and assist as needed in the preparations for special meetings and occasions.
- Pick up mail from front of theatre and distribute mail to the post office Monday-Friday.
- Responsible for building security and securing alarm system, turning off lights, and adjusting heat/cooling when leaving the building.
- Maintain and inventory office supplies, reception, maintenance, and concession supplies necessary for the operation of the theatre. Inform the Artistic/Executive Director in a timely manner of items needing ordered.
- Keep and serve as custodian of all items borrowed from the theatre including sets, costumes, props, and tools. Ensure that items are returned and inform Artistic/Executive Director of those interested in renting items for approval.

All interested candidates, please email your resume and a cover letter to:
Stebenstheatre@gmail.com