CUSTOMER SERVICE SUPERVISOR

POSITION SUMMARY

Compensation: $17/hour  
Location: Hartford, CT (in person)  
Supervisory role: Yes  
Department: Marketing/Development  
Reports to: Box office manager  
Status: Full-time, non-exempt (35 hours/week); variable schedule may include nights and weekends  
Benefits: No  

Who we are

Over the last year, we closed our theater doors to in-person performances, just like many others across the globe. We paused and used the time to listen, deliberate, and reflect. We looked at ourselves, and we looked at our home city—one that is mixed across differences such as race, language, sexual orientation, gender identity, and more. At our core, we became consciously aware that we do not reflect the breadth and beauty of diversity the way we could and should.

As we open our doors once again, we at Hartford Stage are seizing the moment now and taking intentional, deliberate actions to truly become Hartford’s stage.

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 customer service supervisor, you will manage and maintain all functions of ticketing and supervise the box office during performances in coordination with, or in the absence of, the box office manager. You are an incredible multitasker and an experienced communicator. You’re someone who sees the big picture and enjoys getting into the nitty gritty. You will make the first impression on our patrons and donors, representing the theatre with professional, courteous, and informed service. You’ll get to know some of our most ardent subscribers and theater lovers and why they’ve come to love Hartford Stage.

What you’ll be doing

- Interfacing with donors and patrons and responding to information requests timely and accurately  
- Processing ticket orders, subscriptions, and donations  
- Selling subscriptions and soliciting donations via out-bound calling  
- Keeping accurate and comprehensive documentation of all transactions and contact with patrons  
- Maintaining up-to-date knowledge of all discounts, marketing promotions, and theatre events  
- Supervising and engaging part-time assistants in the absence of the box office manager  
- Responding to patrons via telephone, email, and in-person  
- Assisting the box office manager in all ways, including filing, correspondence, and errands
• During performances, making management decisions in accordance with the box office and Hartford Stage policies in the absence of the box office manager
• Closing the office at the end of the day by completing paperwork, deposits and sending the box office report, plus any other necessary duties in the absence of the box office manager
• Maintaining a high level of communication and teamwork with the marketing and development departments

What you bring

Excellence in:

• Working collaboratively and inclusively, mindful that we each bring our own unique styles, thinking, cultures, and talents to the team
• 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
• Microsoft Word and Excel
• Utilizing ticketing systems
• Applying diversity, equity, inclusion, accessibility, and anti-racist practices, as well as their direct impacts on department activities

Requirements:

• 3 years’ experience in customer service

Bonus points:

• Experience in marketing, box office, or fundraising
• Experience managing a team
• Experience with Tessitura
• Multilingual

What we bring

• A dynamic downtown location in a creative state capital with quick access to the coast, mountains, and many restaurants, shops, markets, breweries, and activities of all kinds
• 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 once-in-a-career opportunity to make an impact in the field and in the Hartford community

A place where everyone belongs

Since the shutdown—under new artistic and executive leadership—our team has been actively engaged in reducing bias in all we do, and in the way we think about and practice equity, diversity, and inclusion—from drafting job postings to the performances we bring to our stage. It all begins with a workplace where every voice is heard, where every person is seen—a place where everyone belongs.

We look forward to welcoming you into the conversation. All are encouraged to apply.

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