



BOX OFFICE ASSOCIATE

Company XIV | Théâtre XIV | AMDM Productions

Job Listing

Part time: 24-30 hours per week

Compensation: \$25-30/hour (commensurate with experience)

Start Date: July 13, 2026

SUMMARY

Company XIV seeks a meticulous, detail-oriented, savvy individual to execute box office projects connected to audience development, sales, customer service, and reporting. The ideal candidate is an adept customer service provider, tactical allocations strategist and fluid data handler. This is a part-time, hybrid (in person and remote) position that is required to work some holidays and reports to the Box Office Manager.

ABOUT COMPANY XIV

Company XIV fuses burlesque, circus, opera, dance, theater and decadent design to create one-of-a-kind theatrical experiences inspired by the court culture which flourished under the reign of Louis XIV. Founded by Artistic Director Austin McCormick in 2006, the company produces 360-degree immersive productions at Théâtre XIV. Company XIV's commitment to pushing boundaries is unparalleled, creating immersive and genre-defying Baroque Burlesque productions including *Cocktail Magique*, *Queen of Hearts*, *Cinderella*, *Nutcracker Rouge* and *Seven Sins*. Service is an extension of performance in highly choreographed patron experiences with food and beverage. Company XIV celebrates human diversity and encourages all qualified candidates to apply, including LGBTQIA+, people of color, immigrants and people with disabilities.

RESPONSIBILITIES

- Advocate for the Company XIV brand values through delivering a world-class pre- and post-show patron experience. Respond to customer inquiries via website chatbot, email, phone call and text message to resolve issues with grace and panache.
- Become an authoritative conduit for season information including performance schedule, show details, ticket pricing, allocations, preorder menu, and promotions.

- Monitor and calibrate allocations on multiple sales platforms to maximize revenue potential, fill the house and prevent over-selling. Import sales reports frequently and meticulously track sales progress from multiple channels in a central spreadsheet. Add, mark back and/or close sales as needed.
- Import and adjust seat holds. Import partner reservations and comps to a central booking system, assign seats and adjust preorders.
- Generate daily preshow reports, including Cheatsheet, Manifest, Preorder Report, Gratuity Report, Seatmap, and Tickets.
- Generate and circulate daily box office reports and weekly sales reports.
- Act as primary liaison with partner channels and their patron support staff.
- Assist in drafting partner channel pricing and allocations.
- Maintain group sales collateral and field group booking inquiries in a timely manner.
- Manage press, cast and crew comps.
- Maintain Frequently Asked Questions and patron response templates.
- Generate patron credits as needed.
- Attend weekly box office meeting and other staff meetings as needed.

QUALIFICATIONS

- Self-motivated work ethic, sees things through to completion every time
- Meticulous to the point of obsession, yet flexible, with the capacity to zoom out and see the big picture
- A genuine love for numbers, data and spreadsheets
- Excellent verbal and written communication skills
- Takes pleasure in providing great service
- Comfortable working alone
- Experience with Google Suite (Gmail, Drive, Sheets, Docs, etc.)
- Bonus: experience with theatrical front of house operations
- Bonus: experience with simple Wordpress updates
- Bonus: experience managing multiple sales channels, like TodayTix, TDF, Groupon, with demonstrable success in growing sales

APPLY

Send a brief cover letter with resume as a single PDF file to jobs@companyxiv.com with subject: "BOX OFFICE ASSOCIATE".