



Box Office Associate

Hudson Valley Shakespeare (HVS) is a professional nonprofit theater company that presents a rotating repertory season of Shakespeare and contemporary plays and musicals in an open-air theater from June through September.

The company's spectacular 98-acre campus serves as a vibrant hub for the local community, a cultural and educational anchor for the region, and a national model for environmental sustainability in the performing arts. In the summer of 2026, HVS will welcome audiences to its first-ever permanent home, the Samuel H. Scripps Theater Center, designed by the celebrated architecture firm Studio Gang. Protected from the elements but open to the landscape, the Scripps Theater Center will be the first purpose-built LEED Platinum theater in the United States.

HVS seeks a friendly and highly organized Box Office Associate to join HVS's Audience Services team. Working in close partnership with HVS's Ticketing Services Manager, artistic, marketing, development and front of house, you will provide a high level of customer care to our patrons and to the extended staff and company of HVS. This position reports directly to the Ticketing Services Manager.

Duties:

- Must have a clear understanding and the ability to build and maintain all processes related to Spektrix, the computerized ticketing software.
- Carry out daily box office duties including selling tickets, handling cash and credit card transactions, reconciling cash at the end of shifts, handling comp requests, selling merchandise, and supporting other departments with their ticket and seating needs.
- Perform excellent customer service when informing patrons about the campus layout, parking, restrooms, concessions, dining, and designated seats/sections.
- Assisting guests with information on accommodations for guests with accessibility needs, such as aiding those who need access to our enhanced performances, requesting the golf cart for patrons, etc.
- Coordinate with other departments regarding ticket sales, staff and/or patron concerns, namely the house manager when settling seating disputes or helping solve other guest concerns.
- Other Duties: Assisting with other tasks as assigned by the Ticketing Services Manager.

Requirements:

- At least 2 years of experience in customer service.

- Proficient in technology including programs such as Google Suite, Microsoft Word, or Excel.
- Confidence in answering phone calls and fielding questions from patrons.
- Strong written communication, particularly over email.
- Attention to detail and accuracy in completing tasks.
- Basic math abilities.
- Organized, articulate, energetic, detail-oriented, and able to work well under pressure to ensure customer needs are met, complaints are resolved, and service is provided quickly and efficiently.
- Great work ethic and able to work well with others.
- Must be available to work three nights a week – availability for weekends is highly preferred.
- Must be available to work through the end of the 2026 season.

Preferred Qualifications:

- College Student or Degree.
- Box Office experience.
- Spektrix or other ticketing/sales software experience.

This position runs from June-September for the 2026 season.

Compensation: **\$18.00 per hour.**

Required: Minimum of 18 hours per week.

This position is on-site, working at HVS's new property, located at 2015 Route 9 in Garrison, NY.

To Apply:

To apply, please send your resume and a cover letter in PDF format to jobs@hvshakespeare.org with the subject "[Your Name] – Box Office Associate". No phone calls, please.

HVS is an equal opportunity employer dedicated to building a culturally diverse and equitable environment, and we strongly encourage applications from people of color and women. Candidates from populations underrepresented in the theater field are strongly encouraged to apply.