



Miller Theatre Advisory Board – Box Office Assistant

Miller Theatre Advisory Board/Miller Outdoor Theatre

The Miller Theatre Advisory Board (MTAB) is the nonprofit 501(c)(3) that oversees programming at Miller Outdoor Theatre, a Houston treasure for over 100 years. Miller provides professional-caliber performances, always free to the public, enriching the city's diverse communities and welcoming more than 300,000 visitors annually. Programming includes performances by local arts organizations, national and international touring artists, and signature community celebrations such as Juneteenth, Cinco de Mayo, and El Grito.

Miller Theatre Advisory Board is looking for seasonal, part-time Box Office Assistants to support the Audience Services Manager in administrative and ticketing duties. The ideal candidate should be self-motivated, highly organized, and adept at managing multiple tasks, with excellent customer service skills. This position would be suited to a candidate looking for supplemental work and/or those interested in events and performing arts.

The Box Office is open to the public by phone Tues – Sat 10-3 and online the day before performances @10:00am. The box office window is open 1 hour prior to curtain time for that days performance. There are evening performances 2-3 days a week and 2-3 matinees on some weeks during our season (June through November 2026). Some holidays will be required. Hours shift weekly depending on the performance schedule. Please apply even if your availability varies as the above schedule does not reflect every week's needs.

Responsibilities

Administrative

- Answer phones and return voicemail calls
- Take group and special services orders
- Support with box office inventory and system setup
- Daytime show communications and coordination with MTAB team members and FOH.
- Assist with patron communications and basic administrative support as needed.
- Assist Marketing Coordinator with ticket website as needed.
- Support the MTAB team with CRM/database management



Box Office

- Staffing box office window as needed.
- Assist Audience Services Manager with ticket processing, orders, and distribution.
- Coordinate daytime show logistics and patron communication in collaboration with the Audience Services Manager.
- Support with box office inventory and system setup
- Other duties as assigned.

Qualifications

- Excellent Customer Service skills – ability to engage with audience members and assist in meeting their needs.
- Strong organizational and communication skills, with the ability to prioritize multiple projects.
- Proficiency in Microsoft 365, Outlook, and Sharepoint
- Ability to learn new systems quickly
- Familiarity with Patron databases/CRMs (Spektrix, Tessitura, AudienceView, or comparable systems preferred; non-arts databases also considered)
- Comfortable with AI/LLMs or willingness to learn.
- Comfortable working with deadlines and performing well under pressure.
- Experience with events and/or customer service preferred.
- Experience with patron stewardship, event planning, sponsorship coordination (arts or cultural sector preferred) is a plus
- Passion for entertainment and performing arts strongly preferred

Work Environment and Requirements:

- This position is based on-site at Miller Outdoor Theatre.
- This role requires evening and weekend work and extended hours during performance periods.
- Must be able to lift and carry boxes weighing up to 50 pounds, often in an outdoor park environment.
- Work may involve walking, standing, or carrying materials across uneven terrain or outdoor spaces.

As per the City of Houston, Miller Theatre Advisory Board is committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, genetic information, veteran status, gender identity, or pregnancy.



Employment is contingent upon the successful completion of a background check, which may include verification of criminal history, education, and employment records.

Schedule

- Average 16-20 hours weekly
- Typical daytime shifts: Tues/Wed/Fri 9:30am–3:00pm
- Some evenings (3:00pm – 10:00pm), matinees, and holidays required
- Schedule varies weekly based on performance calendar.

Position Details

Seasonal Part-time, non-exempt, \$17/hr, 20-30 hours per week

Reports to Audience Services Manager

Interested candidates should email a cover letter and resume to mhayden@milleroutdoortheatre.com with Box Office Assistant Submission: NAME in the subject line. Although we are looking to hire as soon as possible, this position will remain open to submission until the role is filled. If this job description is still posted on our website, the position remains open.