



1650 El Prado, Suite 208
Casa del Prado, Balboa Park
San Diego, CA 92101-1622

**Junior Theatre
Office Assistant – Position Description**

POSITION TITLE: Office Assistant
SUPERVISOR: Director of Operations
COMPENSATION: TBD

DEPARTMENT: Operations
STATUS: Part Time, Non-Exempt
SCHEDULE: 11am – 6pm Monday – Friday during non-camp weeks & 10am – 5pm during Camps

San Diego Junior Theatre provides engaging, innovative, high-quality theatre education and productions for children of all cultural heritages, ages, abilities and levels of interest.

Position Summary: Reporting to the Director of Operations, the Office Assistant will act as an initial point of contact for phone calls and visitors during scheduled office hours, and will provide backup support to the Production and Box Office staff.

Key Duties and Responsibilities

- Greet walk-in customers in the education office
- Answer phone calls and emails in a timely manner, providing information or directing calls to appropriate Junior Theatre staff members
- Provide administrative support to the Education, Accounting, Production, and Marketing departments
- Back up the Patron Services Manager as necessary
- Back up the Office Staff in administrative duties as necessary

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Interactions: Students, Teachers, Parents, Community Members, Staff, Outside Educators

Level of financial impact: Low

Evaluation Criteria: Customer satisfaction; timely and accurate response to calls and emails; appropriate referral of questions and information to other staff members; accurate and timely support of other departments; harmonious relations with other staff members.

Education, Knowledge, Skills, and Abilities:

- High School diploma or equivalent
- Excellent customer service skills
- Proficiency in basic computer skills including e-mail and Microsoft Office required; comfortable using/learning Salesforce, Click and Pledge, Patron Manager & Adobe
- Excellent oral and written communication skills, with a friendly and professional demeanor
- Exceptional interpersonal and communication skills required, including in-person, by phone, and by email

619-239-1311
office

619-239-8355
box office

619-239-5048
fax

JuniorTheatre.com
website



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- Ability to work as a team player
- Ability to relate to children and adults in a professional manner; ability to be dependable and personable
- Ability to prioritize, handle multiple tasks, be detailed-oriented, and meet deadlines
- Ability to maintain confidentiality regarding internal affairs and student matters
- Ability to adapt to changing work settings and conditions
- Familiarity with Junior Theatre programs, processes, and policies a plus
- Bilingual (English/Spanish) a plus

Physical Requirements and Work Environment: Work is primarily conducted in a shared office setting one weekend day per week with occasional one to two week long periods of work to cover the absence of other employees. Employee occasionally works in large crowds. Employee regularly sits at a computer station and operates electronic equipment 6 to 8 hours per day; occasionally lifts, carries and positions objects weighing up to 20 pounds; regularly walks from one part of worksite to another; must be able to climb stairs or take elevator. Position involves regular use of a computer and keyboard, telephone, and face-to-face communications; employee should be able to communicate clearly and professionally in all of these manners. The employee may spend long periods of time sitting, standing, or walking. Applicants must have visual and auditory ability to respond to critical incidents and the physical ability to act in an emergency situation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Additional Information: This position requires a criminal background check prior to hire.

San Diego Junior Theatre provides equal employment opportunities to all employees and applicants without regard to race, color, religion, national origin, ancestry, gender, sex, gender identity or expression, age, medical condition, sexual orientation, marital status, citizenship, pregnancy, physical or mental disability, genetic information, veteran status, military status, caregiver status or any other characteristic protected by federal, state or local laws.