

## **Join the WYO Team!**

### **Now Hiring: Box Office Associate**

WYO Theater | Sheridan, WY

Application Deadline: Open Until Filled

Apply to: Pam Overton | [poverton@wyotheater.com](mailto:poverton@wyotheater.com)

### **About the WYO**

The WYO Performing Arts and Education Center is a nonprofit cultural hub and performing arts center located in downtown Sheridan. Our 479-seat historic theater and versatile Mars “Black Box” host local and touring artists year-round. Through diverse entertainment, educational outreach, and community rentals, the WYO fulfills its mission to inspire, educate, and entertain.

### **About the Role**

The Box Office Associate is the friendly face of the WYO, assisting with ticketing, guest services, and front-of-house operations. This role requires strong customer service and basic computer skills, along with a welcoming, professional demeanor.

### **Responsibilities**

#### Customer Service:

- Greet patrons, volunteers, and artists warmly and professionally
- Answer phones, respond to emails, and manage customer inquiries
- Maintain a positive, helpful attitude in all interactions

#### Box Office Operations:

- Sell and print tickets using Etix (POS system)
- Assist with event check-ins and patron seating
- Update patron contact information in the database
- Issue gift certificates and maintain accurate records
- Sell concessions and merchandise during events
- Assist with occasional bank runs for change orders
- Support the Executive Director and Box Office Manager as needed
- Help with school matinee performances when available

### **What We're Looking For**

- 1+ year of customer service experience
- Clear written and verbal communication
- Familiarity with Microsoft Office 365 (Word, Excel, Outlook)

- Ability to work evenings, weekends, and holidays
- Friendly, dependable, adaptable, and detail-oriented
- Willingness to complete online TIPS training (alcohol service)
- Comfortable working in a fast-paced, people-centered environment

**Position Details**

Schedule: Part-time, average of 5+ hours/week

Rate: \$15/hour

Benefits: Flexible scheduling, complimentary WYO tickets

**Our Culture**

The WYO is a community-minded workplace where flexibility, creativity, and a good sense of humor go a long way. We value collaboration, inclusion, and initiative—and we're excited to welcome someone who shares those values.

**Equal Opportunity Employer**

The WYO Theater is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Candidates from all backgrounds are encouraged to apply.

**To Apply**

Send your resume, cover letter, and references to Pam Overton at [poverton@wyotheater.com](mailto:poverton@wyotheater.com). Applications are reviewed on a rolling basis.