



## **Box Office Manager (full-time, year-round)**

### **Position Overview:**

The Mahaiwe seeks a Box Office Manager to join our thriving team of theater professionals. The ideal candidate will be passionate about the arts, inquisitive, driven, possess a positive attitude and a great sense of humor, and be absolutely committed to providing exceptional, gracious customer service to diverse audiences. The position reports to the Associate General Manager and supervises several part-time Box Office Assistants. The schedule includes daytime and evening hours, weekdays and weekends.

### **Primary responsibilities:**

- **Ticket Sales** – Set up events in ticketing system, sell tickets by phone and in-person, trouble-shoot and provide support to customers purchasing online.
- **Member & Donor Relations** – Promote the benefits of Mahaiwe membership program, provide support and assistance to Mahaiwe members and donors.
- **Customer Service** – Provide exceptional customer service to a diverse audience.
- **Supervision of Box Office Staff** – Hire, schedule, train and mentor part-time staff to ensure efficient and effective ticket sales and customer service.
- **Equity & Inclusion** -- Ensure that all ticket buyers, guests, staff, artists, and visitors experience a welcoming and inclusive environment.
- **Reporting** -- Generate accurate daily and weekly sales reports.
- **Concessions & Merchandise** – Assist House Manager with staffing and sales during events.
- **FOH support** – Assist House Manager with crowd control and house management as needed.
- **Other duties** -- as assigned; occasional assistance in other departments may be required.

### **Requirements:**

- 3+ years box office experience, preferably in management.
- Experience with ticketing software, ideally PatronManager.
- Excellent communication skills - written and oral
- Highly detail-oriented and well organized
- Readiness to work in an environment that values and includes diverse group identities.
- Ability to juggle multiple ongoing projects in various stages
- Ability to manage time and meet deadlines
- Able to interact graciously with the public
- Ability to be discreet and maintain confidentiality with donor information
- Team player able to work in a fast-paced environment

### **Additional Desirable Experience:**

- Experience working with communities of color, immigrant communities, non-English speaking communities, or communities with low income.
- Ability to converse in Spanish or Portuguese

**Other things we'd like you to know before you apply for the position:**

- The Mahaiwe books about 120 events a year and is looking to expand programming.
- The Mahaiwe's live performances inspire tens of thousands of audience members each year, its family and educational events have become vital to the region, and together with its live HD satellite broadcasts, they enhance the quality of life for all those who reside in and visit the Berkshires.
- Great Barrington is a town of about 8000 people with a large population of second homeowners.
- Great Barrington is 2.5 hours to New York City or Boston.
- The Berkshires boast three major art museums (The Clark, Mass MOCA and The Norman Rockwell Museum), are home to Jacob's Pillow Dance Festival and Tanglewood, and are home to a wide range of professional artists.
- The Berkshire region is an outdoor-lover's paradise with no fewer than 5 ski resorts a short drive away and vast stretches of wilderness to explore in the warmer months.

**How to Apply:**

Send resume and a brief paragraph in answer to each of the following questions to [HR@mahaiwe.org](mailto:HR@mahaiwe.org).

1. What about this job particularly appeals to you?
2. What makes you uniquely qualified for this job?
3. How would your current co-workers describe you?