



Lead Box Office Assistant

Position Overview:

The Mahaiwe seeks a Lead Box Office Assistant 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 coordinates several part-time Box Office Assistants. The schedule includes daytime and evening hours, weekdays and weekends, depending on event schedule.

(25-40 hrs/wk, hourly, non-exempt)

Primary responsibilities:

- Box Office Coverage – work Box Office hours and all events unless covered by other members of the Operations team
- Ticket Sales – Sell tickets by phone and in-person, trouble-shoot and provide support to guests purchasing online.
- Customer Service – Provide exceptional service to a diverse audience. Handle all e-mail ticketing questions or concerns from both guests and Mahaiwe’s senior leadership team, including but not limited to executing reservations, seat holds, program changes, ticket refunds, exchange credits, and ticket donations.
- Lead Box Office Staff – Schedule, and assign duties to, part-time staff.
- Reporting -- Generate accurate daily and weekly sales reports.
- Ticket Communications – Execute or assign show reminders, change notices, and other communications, by email and/or phone, as needed.
- Member & Donor Relations – Promote the benefits of Mahaiwe membership program; provide support and assistance to Mahaiwe members and donors.
- Equity & Inclusion -- Ensure that all ticket buyers, guests, staff, artists, and visitors experience a welcoming and inclusive environment.
- FOH support – Assist House Manager with crowd control and house management as needed.
- Other duties-- as assigned.

Requirements:

- 1+ year of box office experience, preferably in lead or supervisor role.
- Experience with ticketing software, ideally Patron Manager.
- 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.
- 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.

How to Apply: Send resume and a brief paragraph in answer to each of the following questions to 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?