



Box Office & Theater Assistants

The Mahaiwe is hiring Box Office & Theater Assistants to handle ticket sales by phone and in person, answer general inquiries regarding Mahaiwe events and membership benefits, assist with concessions sales, welcome guests into the theater and provide stellar customer service.

Reports to: Box Office Manager

Time Commitment: 10-25 hours per week, nights and weekends required.

Pay: \$19/hour

Primary Responsibilities:

- Sell tickets and answer questions by phone and in person, using Patron Manager ticketing software
- Greet guests, assist with checking in and ushering duties
- Assist with food, beverage and merchandise sales

Requirements:

- Customer service experience
- Strong computer skills, including familiarity with MS-Office
- Accurate data entry skills
- High interpersonal skills and ability to interact graciously with the public
- Readiness to work in an environment that values and includes diverse group identities

Additional Desirable Experience:

- Availability nights and weekends
- Experience working with communities of color, immigrant communities, non-English speaking communities, or communities with low income.
- Ability to converse in Spanish or Portuguese
- Knowledge of Patron Manager database

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. What hours are you available?