



## Box Office Manager

**Salary Range:** \$50,000-55,000/year

**Benefits:** 100% employer-paid individual health care, dental, short- and long-term disability, and life insurance; paid sick, personal, holiday, and vacation time; 3% matching retirement contribution; stimulating work environment; and work that makes a difference

### Position Overview:

The Mahaiwe Box Office Manager is responsible for event ticketing and sales duties for all Mahaiwe events. The Box Office Manager is a detail-oriented, technology-savvy self-starter who confidently leads a busy department, providing exemplary customer service to patrons purchasing tickets and seeking general information about all Mahaiwe events. The Box Office Manager is the primary ticketing contact representing the organization to touring personnel and rental partners. The schedule includes daytime and evening hours, weekdays and weekends.

Full-Time/Exempt

Reports to: Associate General Manager

Supervises: 3-4 part-time Box Office Assistants

### 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.

### 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 manage time and meet deadlines
- Ability to interact graciously with the public
- Ability to be discreet and maintain confidentiality with donor information

**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

**Physical Work Environment:** This position requires an employee to operate a computer, use a telephone, and move through a variety of office and theater environments.

**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?