

## Office Operations Administrator

**Title:** Operations Administrator

**Reports to:** Executive Director

**Classification:** Full-time

**Hours:** Regular schedule is Monday – Friday, 10 am to 6 pm, with night availability for opening nights

**Type:** Full-time, 40 hours per week

**Salary:** \$40,000 (negotiable based on experience)

**Benefits:** PTO, Sick Days, Partial Health Insurance Reimbursement, paid holiday, and vacation time.

### GALA Theatre

GALA (Grupo de Artistas LatinoAmericanos) Hispanic Theatre is a National Center for Latino Performing Arts in the nation's capital. Since 1976, GALA has been promoting and sharing the Latino arts and cultures with a diverse audience, creating work that speaks to communities today and preserving the rich Hispanic heritage for generations that follow. By developing and producing works that explore the breadth of Latino performing arts, GALA provides opportunities for the Latino artist, educates youth, and engages the entire community in an exchange of ideas and perspectives.

### Job Summary

The Operations Administrator is primarily responsible for managing the administration and operations of the organization and box offices. Keeps track of the office's inventory manages maintenance issues, offers administrative support to various departments, and answers phone calls. This position requires a person with superb customer service skills, timely delivery, data entry, order purchasing, and communication skills.

### Duties and Responsibilities

- Works closely with the Executive Director on financial management, including preparing and filing vendor pay requests, bank deposits, and annual audits, and coordinating work with the organization's accountant/bookkeeper.
- Process grantor and donor correspondence promptly. Files and tracks donor and grant funds.
- Acts as a liaison and supervisor to the Box Office Manager and keeps close communication regarding ticket sales.
- Answer incoming calls and take phone reservations.
- Responsible for ticket system management and updates (Audience View).
- Manage financial and ticket sales data in spreadsheets and reports.
- Manages Audience View patron database to maintain the most accurate mailing list. This is co-managed with Marketing staff.

- Manages and maintains office systems, including telephones, fax, computer systems, and general email inbox; handles inventory and orders supplies; answers phone takes messages, and handles administrative updates; assists with database updates.
- Acts as office manager, communicating effectively between departments and relaying employee schedules and needs to the Executive Director.
- Main point of contact addressing patron concerns.

### Requirements

- Must be fully bilingual (speaking, reading, writing) in Spanish/English.
- At least two years of college experience or comparable work experience.
- Strong organizational and communication skills.
- Superb customer service skills; initiative; a strong work ethic; and the ability to work alone and take direction.
- Detail-oriented and with high multi-tasking capabilities.
- Pro-active, diligent, and solution-minded.
- Strong computer skills in MS Word and Excel, and experience creating written reports.

### Preferred, but not required

- Adobe Photoshop and InDesign, knowledge of HTML not required but a plus.
- Experience working in performing arts, not required but a plus.

**To apply:** Submit a cover letter and resume to Rebecca Medrano, Executive Director, via email at [Rebecca@galatheatre.org](mailto:Rebecca@galatheatre.org). Desired start date: March 15, 2013. No phone calls, please.

*GALA Hispanic Theatre is an equal-opportunity employer. GALA will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant based on race, religion, color, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factors.*