POSITION: BOX OFFICE MANAGER

JOB DESCRIPTION:

GALA Theatre Box Office Manager is a part-time, seasonal position, from September until the end of June. The position reports to the Executive Director. The Box Office Manager has duties in these areas: ticket sales for all GALA Theatre Company productions, and presented events/programs, maintaining the database of the ticketing system, and producing accurate reports.

The Box Office Manager will:

- Maintain regular Box Office hours (presently 5 pm to 9 pm, Thursday & Friday; 5 pm to 9 pm, Saturday; 4 pm to 9 pm, Sundays 12pm to 3pm) to process phone and walk-up ticket orders, including single ticket sales, subscription group orders, and ticket exchanges.
- Maintain clear communication for GALA patrons and the public signage within building and online ticketing system.
- Open and close the Box Office at the theatre location on 3333 14th Street, NW, Washington, DC. Duties on performance dates include: Printing tickets and processing all phone and walk-up orders. The Box Office will remain open until purchased tickets have been distributed or until the conclusion of the first intermission.
- Prepare appropriate sales reports and deposits at conclusion of box office hours, reconciling any open issues and communicating any specific challenges. Learn the administration and back-end management of the Audience View ticketing system and demonstrate skill processing all sales in an efficient manner.
- Demonstrate impeccable skills in working with the public in both English and Spanish, including having a positive attitude, flexibility, and the ability to listen to concerns and resolve problems creatively.
- Handle all transactions with fastidious attention to detail, discretion, and security, and must maintain professional behavior handling confidential information. The Box Office Manager must demonstrate skill and accuracy handling cash and credit card transactions.
- Demonstrate the ability to balance multiple projects, meet deadlines, and communicate effectively in a frequently flexible and quick-moving environment.
- Demonstrate an ability to work cordially and helpfully with volunteers, apprentices, and interns.
PERSON SPECIFICATION:

The ideal candidate will be a creative problem-solver, calm under pressure, thorough, diligent, detail-oriented, organized, mature, discreet, patient, and provides courteous and efficient customer service. Bilingual proficiency in English/Spanish is required. Candidate must be comfortable with a flexible work schedule that includes nights and weekends (when performances are running). Working knowledge in PC-based programs (Microsoft Word, Excel), and internet proficiency is necessary. Candidates with experience in sales, retail, and hospitality are encouraged to apply.

REMUNERATION: This job is part-time and paid on an hourly basis starting at $16 an hour.

TO APPLY: Please send a resume via email to info@galatheatre.org, with subject heading “Box Office Manager Application”. Apply by Friday, April 1, 2022. 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 on the basis of 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 factor.