Box Office Lead
Job Description

Program/Department: Audience Services
Direct Report: Audience Services Manager
Classification/Compensation: Part-time | Seasonal | $18/hour
Work Schedule: Approximately 10 hours/week (Flexible schedule with remote work)
Mondays – Fridays 10AM – 6PM; Thursdays – Fridays, Mondays, 6:30PM – 8PM;
Sundays, 3:30PM – 5PM
(In-person availability required for some of the time periods with paid training prior:
Jan. 15 – Mar. 27; June 2 - July 10; Sept. 15 - Oct. 9; Nov.17 - Dec. 11)

East West Players, Inc. (EWP) is a non-profit organization with a mission of producing artistic works and educational programs that foster dialogue exploring Asian Pacific experiences.

EWP seeks a Box Office Lead to support the activities of the Audiences Services Department.

Responsibilities include, but are not limited to the following:
• Represent East West Players’ policies and mission of producing artistic works and educational programs that foster dialogue exploring Asian Pacific experiences with ticket buyers, donors, funders, and artists.
• Maintain current knowledge of EWP, the shows, and the Little Tokyo neighborhood.
• Maintain, open, and close the Box Office at the David Henry Hwang Theater including ensuring proper accounting for ticketing transactions (this includes, but are not limited to: Sales, exchanges, donations, printing, filing, mailing, distribution, cancellation, and reconciliation).
• Maintain knowledge of box office systems and procedures, eventual expertise with ticketing software.
• Manage Box Office Associates and anyone completing transactions including merchandise and any other items sold.
• Serve as concierge for East West Players members and supporters
• Other duties as assigned.

Required Competencies:
• Excellent customer service skills, speaking and writing skills, problem solving and negotiation
• Cash responsibility
• Proficiency with Microsoft Office, computer navigation skills, Canva or other graphic design software

Preferred Experience in:
• Experience making quick decisions in high-pressure and time-sensitive situations
• Front line patron service appearance with prior attendance or knowledge of EWP and Little Tokyo
• Ability to work long hours seated or standing
• Ability to maintain clean and organized shared work areas and work well with others in confined spaces
• Knowledge of Salesforce and Patron Manager; comparable CRM experience
• Accounting knowledge and reconciliation experience

Applicant Instructions:
Send resume, cover letter, and availability for work to team@eastwestplayers.org. Please make the subject line of your email “Box Office Lead”. No phone calls please.

EWP provides all persons with equal employment opportunities without regard to race, color, religion, sex, national origin, disability, age, veteran or marital status or any other characteristic protected by federal, state, or local law.