



The Jewish Community Center has an opening for a **Box Office and House Manager** to join our Cultural Arts team. This full time, 40 hour per week position is located primarily out of our Creve Coeur location and is eligible for our employee benefits package. While the schedule is primarily Monday-Friday, flexibility to work evenings and weekends in support of events and performances is required.

Summary:

The Box Office and House Manager is the primary interface between the Jewish Community Center and our Cultural Arts patrons.

Responsibilities:

- Manage and execute the day to day functions of the Box Office for Cultural Arts events (New Jewish Theatre, Jewish Film Festival, Jewish Book Festival, Youth Theatre, Gesher Music Festival, etc.). Serve as liaison and administrator for ticketing software. Perform daily activities required for accurate processing, handling, distribution, reconciliation, reporting, and documentation of ticket sales. Our Box Office sells tickets online, via mail, over the phone and a walk up window using multiple software systems dependent on program, including Vendini, Brown Paper Tickets and CSI.
- Manage RSVPs for Patron events throughout the year.
- Address customer inquiries and concerns in timely and courteous fashion.
- Serve as volunteer coordinator for Cultural Arts events and performances. Following Agency guidelines ensure that volunteers are appropriately trained, screened, and recognized for their service.
- Track and enter Cultural Arts donations into Raisers Edge working together with the Development department. Ensure entries are accurate, prepare deposits per Accounting guidelines, and prepare thank you letters for mailing. In turn, use Raisers Edge to create reports.
- Process monies the Cultural Arts department receives for tickets, sponsorships, advertisements, used book sale, etc. in CSI and prepare deposits daily per Accounting guidelines.
- Serve as House Manager at Cultural Arts Events in charge of box office, house and lobby areas. Ensure the House is ready for the event: volunteers are secured, trained, and assigned roles; box office is set up and ready for sales and will call distribution; programs are set out for distribution; reserved seating signs placed as needed; wait list determinations are made; and give an address to the audience as necessary. The House Manager is in charge during emergencies and is responsible for alerting the audiences to the appropriate exits at the start of each show. At the close of an event ensure the space is cleaned up, materials put away, cash is reconciled and deposited and venue is secure for the night.
- Compile data, analyze trends, and provide reporting as necessary on Cultural Arts events.
- Maintain and update mailing lists for Cultural Arts programs
- Oversee distribution and sales at JCC front desks, train front desk employees on ticketing programs
- Assist with scheduling Audition appointments for the New Jewish Theatre
- Other duties as assigned by supervisor.

Qualifications:

- High School Diploma or GED is required.
- College degree in related field is preferred.
- Strong verbal and written communications skills are necessary.
- Demonstrated customer service skills interacting with the public is required. Must be able to provide excellent customer service across various mediums: phone, email, in person, etc.
- Prior box office experience along with usage of on- line ticketing systems and patron management software is preferred.
- Must have the demonstrated skill and ability to use Microsoft Office Suite (Word, Excel, Access, Power Point, Outlook) as well as demonstrated capability to learn new software programs as necessary for position. Position currently requires use of Vendini, Brown Paper Tickets, CSI Spectrum, and Raiser's Edge; training is provided.
- Position requires the use of and ability to use common office equipment (multi-line phone, fax, copier/printer/scanner, etc.)
- Must be able to work a flexible schedule to include evenings and weekends in support of events and performances.
- Ability to multi task, manage changing priorities and be very organized is required.
- Must be able to read and understand written materials and instructions.
- Must maintain current American Red Cross CPR/First Aid/AED certification (training will be provided if certification is not currently held)
- Must be able to bend and lift objects weighing up to 40 pounds, work seated at a desk, and move throughout the buildings while performing work.

For more information about the J, please see our website: www.jcctl.org

To apply for this position, please submit your resume, cover letter, and completed J application to careers@jcctl.org . Please place the title of the position you are applying for in the subject line of your email, "Box Office and House Manager- FT Creve Coeur". The J's application is available for printing from the employment section of our website. Note that this is not an online form.

The J is an Equal Opportunity Employer and participates in the Department of Homeland Security's E-Verify program.