

Assistant Ticket Office Manager

Employment Type: Year-Round, Part-Time, 30 hours per week with a schedule of 7.5hrs per day for 4 set days per week. Evening and weekend availability required.

Reports to: Ticket Office and Front of House Manager

Salary: \$21/hour

About the Edlavitch DCJCC

Guided by Jewish values and heritage, the EDCJCC engages individuals and families through its cultural, recreational, educational, and social justice programs by welcoming people of all backgrounds to connect, learn, serve, and be entertained together in ways that reflect the unique role of the Center in the nation's capital. The EDCJCC is an equal opportunity employer.

About the role

The Assistant Ticket Office Manager provides Ticket Office and Front of House support to patrons of Theater J and JxJ (film and music). They ensure the highest level of customer service through every stage of the ticket purchasing process and onsite performances. This public-facing position is the primary point of contact for Theater J and JxJ with whom audiences will interact on a regular basis.

Responsibilities

Ticket Office:

- Assist subscribers and single ticket buyers with general information, questions, purchases, exchanges, directions, and donations, both in person and by phone and email
- Participate in annual Theater J subscription campaign and assist with group reservations
- Prepare "will call" tickets and complete sales reports for day-of-show purchases
- Work closely with House Management, Production and Volunteer Ushers during theatrical performances to ensure prompt and accurate seating of patrons, distribution of accessibility devices, and attention to patron needs and safety before, during, and after the performance
- Participate in annual JxJ Festival at venues throughout DC
- Other tasks as assigned

Front of House/House Management:

- Oversee FOH operations during Theater J and JxJ performances
- Welcome and cultivate patrons
- Supervise volunteer ushers
- Manage the concessions stand
- Operate limited technical functions of the JxJ cinema space
- Aid audience members to make their visit rewarding
- Uphold the appearance of the lobby and all public areas as necessary, to ensure a clean environment
- Resolve conflicts with any patron seating issues. Maintaining ticket-scanning equipment, assistive listening devices, and walkie-talkies for communicating with the Stage Manager
- Work with Stage Manager to coordinate show timelines, including preshow, curtain, and intermission
- Work with the Ticket Office to ensure any patron ticketing issues are resolved in a timely manner
- Support the Ticket Office and Front of House Manager in running and coordinating staff trainings
- Take on other initiatives and projects as needed.

Qualifications

- Training and guidance will be provided throughout, but the successful candidate will be a creative self-starter who is capable of independently managing detail-oriented tasks on a deadline.
- Effective communicator and problem solver, and a personable, customer-service oriented team member.
- Ability to multitask and work calmly under tight deadlines
- Ability to participate 'hands on' in all aspect of event setup, management and breakdown
- Reliable, punctual, and organized

To Apply

Please submit a cover letter and resume to nporter@edcicc.org. **Applications without a cover letter will not be considered.** Please use "Assistant Ticket Office Manager" in the email subject line. We thank everyone who applies for their interest, but only applicants selected for an interview will be contacted.