



## **Bilingual Box Office Manager / Event Staff**

La Peña Cultural Center is hiring event staff for its cultural programs in the Bay Area. We are looking for a part-time, Bilingual (in English and Spanish) Box Office Manager who can oversee all aspects of the ticketing and check-in experience at our venue. This individual will serve as a representative of our values and a welcoming presence to our patrons.

This is a unique opportunity to learn the inner workings of event ticketing, develop management skills, create an inviting and effortless entry experience for our patrons, positively impact our artistic community and support social justice causes. As a Box Office Manager at La Peña, one will have the opportunity to meet wonderful people with similar passions.

**Mission Statement:** Rooted in the Latin American and Caribbean diaspora, La Peña Cultural Center collaborates with and unites communities by preserving and celebrating cultural traditions; producing creative new works; and nurturing global grassroots social justice movements with artists, activists and allies. (Visit [www.LaPena.org](http://www.LaPena.org) to learn more about our organization and history.)

**Job Title:** Box Office Manager

**Hours:** As-needed for events

**Pay:** \$22/hr with opportunities for advancement

**Reports to:** Corey Raynor, Productions Manager

**How to Apply:** Send a cover letter and resume to [jobs@lapena.org](mailto:jobs@lapena.org) as soon as possible. We are staffing for events in 2022-2023. Your cover letter can include links to events you have worked on in the past, or media that you feel is representative of you and your abilities.

**No phone calls or drop-ins.**

**Applications without a cover letter will not be considered.**

**Box Office Manager Position Summary:**



**\*This position is best-suited for individuals who seek a career in events or venue management.\***

As the face of La Peña and the first point of contact for an event, the Box Office Manager has one of the MOST important and influential roles at any production. They are responsible for the financial health of the event, the welcoming atmosphere upon entry and the organization of ticket sales and guest lists. They also ensure the safety of all patrons by confirming that attendees are vaccinated and conscientious of others. The right candidate is a clear and articulate communicator with the ability to motivate and direct people in a fast-paced environment.

**Minimum/Essential qualifications:**

- **Bilingual in English and Spanish**
- A strong commitment to the mission of La Peña Cultural Center
- Experience handling money (i.e. as a cashier)
- Strong customer service or hospitality skills; i.e experience in the service industry or and/or events
- Experience working with people of all ages, socio-economic backgrounds, ethnicities, gender and sexual orientations
- Intermediate computer skills: Excel, Word, and PowerPoint
- Effective interpersonal skills necessary to interact with management, staff, and audience members, funders, donors, and artists
- Good conflict resolution skills and the ability to deny entry to unruly patrons
- Proof of Covid Vaccination

**Preferred qualifications:**

- Experience w/Eventbrite and Google Sheets

**Duties and Responsibilities:**

- Greeting Customers and making them feel welcome
- Organizing multiple guest lists and excel sheets into one master spreadsheet
- Taking payment by cash and card and verifying online presales.
- Managing Volunteers
- Addressing concerns of disgruntled guests
- Generate Box Office Reports of total sales and attendance.
- Securing wristbands to guests
- Checking ID's and proof of vaccination
- Providing guests with information about the event



**Physical Demands:**

The responsibilities and tasks associated with this position will require that the Box Office Manager regularly sit, stand, walk, speak, and hear. One must be able to move small tables and podiums, use a computer keyboard and computer touch screen.

La Peña Cultural Center is an equal opportunity employer. We do not discriminate in hiring or employment against any individual on the basis of race, color, gender, national origin, ancestry, religion, physical or mental disability, age, veteran status, sexual orientation, gender identity or expression, marital status, pregnancy, citizenship or any other factor protected by anti-discrimination laws.