



TITLE: Membership and Box Office Manager

REPORTS TO: Marketing Manager

ABOUT THE ORGANIZATION: The Center for the Arts in Grass Valley, CA is a cultural and educational organization that promotes and presents the literary, visual & performing arts for the enrichment of our community. The Center is committed to bringing a diverse array of programming to western Nevada County, including music, dance, theater, film, visual art, comedy, youth arts education and literature. We manage and maintain a multi-use 21,000 square foot facility which includes a 492-seat main stage theater, a visual arts gallery, classroom space, and a 90-seat black box theater.

ABOUT THE POSITION: This position supports over 2000 Center members. They communicate with potential and current members daily through email, over the phone, and in person. The Membership and Box Office associate acknowledges new and renewing memberships as well as all donations and assists with day-to-day tasks involving fundraising. This position will also manage 3-4 Box Office staff and be proficient selling tickets for shows, issuing refunds, and running membership renewal and attrition reports.

DUTIES and RESPONSIBILITIES:

*Manage all communication and membership drives.

- Send membership information, renewal notices, and new member information packets and other info as needed.

- Prepare all gift acknowledgments for gifts under \$1000

- Manage member benefits in the database

- Regularly prepare membership reports

- Enter donations and membership gifts into Patron Manager

*Box Office Lead

- Oversee and train box office agents

- Assists with Processing show ticket transactions, refunds and gift cards

- Maintain a positive attitude with customers at all times

- Occasionally work evenings to work or train show box office staff

QUALIFICATIONS:

*Outstanding written and verbal communication skills required.

*Must be able to work in spreadsheets and databases, Patron Manager experience a plus.

*Must be able to Multi-task and work in a fast paced environment.

*Proficient with Google Drive, Sheets and Docs.

*Over 5 years Data entry and database management experience.

*Practical problem solving.

*Basic math skills required.

*Excellent Customer Service.

HOURS

Full-time 40 hours per week

Some evening and weekend hours will be required.

This a hands-on, non-exempt, customer facing position.