

## Career Opportunity – Box Office & Patron Services Manager

**Esperanza** is opening a new Performing Arts Center on our campus this fall and has an exciting opportunity for a part-time **Box Office & Patron Services Manager** to join our new team!

**Esperanza** is a faith-based organization committed to strengthening the Hispanic community through a variety of programs and services, focused primarily on community development capacity building, workforce development; education; and advocacy. Through our work, we strive to follow the biblical mandate to serve “the least of these” by equipping and empowering Hispanic communities for advancement. To carry out our mission successfully, we rely on a diverse and talented group of individuals united by a common commitment to our core values of *faith, integrity, and excellence*.

Guided by these core values **Esperanza Performing Arts Center** will touch the lives of, and foster positive social change in, the Latino community through the arts. We offer an exciting, dynamic, and rewarding work environment where we commit to fostering the professional development of our staff and value the contributions of each team member.

An integral part of the Esperanza Performing Arts Center team, the **Box Office and Patron Services Manager** is responsible for patron communications, customer service, front of house management, and box office operations related to all performing arts center programs, series, and residencies. You are the nexus between the performing arts center and our marketing and development departments, assembling content from featured artists, coordinating artist schedules for promotional events and publicity, and analyzing and deriving tailored visitor data to fuel targeted communications initiatives and ensure steady growth of our patron and donor base.

Teatro Esperanza is also a forum for learning – an opportunity for our students to gain insights, understanding and real-world experience in the performing arts industry. You must be an articulate and compelling representative of your work with a passion and gift for teaching and mentoring others.

Esperanza Performing Arts Center programs represent diverse traditions, disciplines, and backgrounds, and take place in performance and presentation spaces ranging from 100 to 800-seats. You are the hub of a wheel whose end-product is a positive, professional, memorable, and meaningful experience for all visitors through exemplary, well-managed productions and well-maintained facilities.

Desired Knowledge, Skills, and Abilities include:

- At least three (3) years’ experience in a front of house operations/box office management capacity in a non-profit performing arts organization or institution;
- BA/BS degree from an accredited college or university in arts administration and/or arts marketing or other related field of study;
- Comprehensive knowledge of, and interest in, a variety of performing arts disciplines and all aspects of arts venue patron communications and front of house management;

- Exemplary verbal and written communication skills, with experience and a high degree of comfort working with K-12 children and their families, and audiences, as well as professional artists and speakers, of diverse backgrounds;
- Persuasive and articulate advocate on behalf of Latino arts and culture who can connect with a broad spectrum of people in meaningful and positive ways;
- Highly proficient in CRM software (e.g. Salsa, Tessitura, Ticket Philadelphia, Patron Manager, Salesforce, Raisers Edge) and Microsoft Office, including Word and Excel
- Bi-lingual (Spanish and English)

Salary is commensurate with experience. Interested candidates should forward a resume along with salary requirements to: Email: [jobs@esperanza.us](mailto:jobs@esperanza.us) and indicate **Box Office Manager** in the subject line. For more information, check us out on the web at: [www.esperanza.us](http://www.esperanza.us)

EOE