

POSITION TITLE:	Box Office Treasurer
REPORTS TO:	Ticketing & Customer Experience Director
DIRECT REPORTS:	First Assistant Treasurers; Second Assistant Treasurer(s); Third Assistant Treasurer(s)
WORK SCHEDULE:	Full time including evenings & weekends
WORK LOCATION:	Los Angeles/on-site at The Music Center (and occasionally at other venues)
STATUS:	Non-Exempt from overtime. This position is under the jurisdiction of IATSE Treasurers and Ticket Sellers Local 857
COMPENSATION:	\$1779.20/week per CBA
BENEFIT STATUS:	Eligible per CBA, including vacation pay, pension, health care, and 401k
DEPARTMENT:	Marketing & Sales

ABOUT THE COMPANY

At Center Theatre Group, we believe theatre creates an extraordinary connection between artists and audiences. As one of the nation's most influential non-profit theatre companies, we provide the broadest range of theatrical entertainment in the country at the Ahmanson Theatre, the Mark Taper Forum, and the Kirk Douglas Theatre. Whether it's producing new work through our robust artistic development programs or engaging people of all ages and backgrounds across Los Angeles through our community and education programs, we put theatre at the center of it all.

Center Theatre Group commits to creating a safe space where the values of diversity, equity, access, and inclusion are rooted in all levels and aspects of our work. We aim to attract, nurture and retain staff in a supportive home where we can be our best selves. We celebrate our commonalities and embrace our differences in order to ensure that everyone has access to our work onstage, behind the scenes, and in the community.

POSITION SUMMARY

Center Theatre Group seeks a seasoned customer service and ticketing professional to oversee its Box Office operations at the Ahmanson Theatre, Mark Taper Forum, and Kirk Douglas Theatre with over 500,000 annual admissions. A leader within the marketing and sales department, the Box Office Treasurer will hire, supervise, train, and direct a team of Box Office staff who provide excellent care for donors, subscribers, groups, and single ticket buyers. Internally, the Box Office Treasurer will work with colleagues in marketing, management, and across the organization to ensure events are properly built and inventory, holds, and allocations are appropriately maintained. Ensuring fiscal accountability, the Box Office Treasurer is responsible for daily statements and settlements of performances with both internal and external producers.

PRIMARY RESPONSIBILITIES

- Supervise and manage overall day-to-day operations of the Ahmanson Theatre, Mark Taper Forum, and Kirk Douglas Theatre Box Offices; additional venues when required

- In consultation with CTG management, hire and train union staff of Box Office professionals. Supervise and schedule staff providing best-in-class customer service and sales to subscribers, donors, single ticket buyers, groups and others
- Oversee all ticketing accounting and cash handling procedures with regard to daily receipts and deposits; manage petty cash account
- Supervise the processing of a large volume of ticket sales, exchanges, donations, window transactions, mail orders, and complimentary ticket requests
- Provide CTG management and touring Company Managers with daily sales updates and information, accounting reports, wraps and statements as needed
- Coordinate manifests, inventory, and ticket allotments to sales partners (i.e. TodayTix Group) for third party ticket sales
- Manage the resolution of patron complaints at the Box Office
- Supervise and control venue ticket inventory, including the assignment of seat status codes; oversee accessible seating needs and coordinate with The Music Center staff as needed
- Maintain an enthusiastic and infectious attitude toward Center Theatre Group and its productions.
- Work closely with all CTG departments to coordinate successful ticketing procedures and outcomes
- Work with DBA to create and update sales reports for Management
- Attend weekly staff meetings concerning sales teams, marketing campaigns, and ticketing initiatives
- Ensure proper training is provided to Box Office staff based on production needs and/or new technologies
- Attend industry conferences as required (e.g. INTIX and Tessitura) and stay abreast of ticketing best practices as well as local and national laws related to ticketing and theatre accessibility, ensuring CTG remains compliant in all aspects of accessible facilities amenities and ticket sales and delivery
- Attend Center Theatre Group productions at the Ahmanson Theatre, Mark Taper Forum, Kirk Douglas Theatre, and all other venues where CTG performances occur
- Coordinates ticketing procedures and reconciliation for co-productions, leased events, and CTG special events
- Demonstrate an ongoing commitment to our equity, diversity, inclusion and access initiatives and an ongoing commitment to an anti-racist culture and environment at CTG
- Other duties as assigned

Center Theatre Group provides a dynamic working environment in which duties and responsibilities may change. Employees are expected to be flexible and responsive to changes in the scope of their duties.

QUALIFICATIONS

- Maintain enthusiastic rapport with staff and patrons
- Possess excellent skills in customer relations, co-worker communications, and problem solving
- Possess excellent communication skills (written and verbal), sense of humor, flexibility and willingness to take initiative
- Ability to manage multiple large-scale tasks simultaneously
- Familiarity with integrated ticketing/patron systems (CRM, Tessitura preferred); Microsoft Word, Excel and Outlook
- Must be a self-starter and able to handle a multitude of situations and challenges on a day-to-day basis

- Possess a good working knowledge of theatre arts and the productions presented and produced by Center Theatre Group
- Demonstrated ability to work well with people of diverse backgrounds and cultural experiences

MINIMUM REQUIREMENTS

- Must be able to physically type and concentrate for long periods for accurate data entry to a computerized system
- Ability to lift, carry up to 30lbs
- Ability to work under pressure in a fast-paced environment
- A minimum of 3 years of ticketing operations management at a senior level
- Proven success in customer service and staff management

All employees are required to pass a background check.

CTG cares deeply about employees' health and safety. We strongly recommend that all employees remain current with COVID-19 vaccines and boosters.

COMPENSATION

CTG offers a comprehensive compensation and benefits package including retirement plan options, escalating paid vacation, sick, personal days and holidays, and health benefits including medical, dental, vision, life and long-term disability insurance, flexible spending accounts and employee assistance program.

HOW TO APPLY

Tell us why you are the ideal person for this job.

Please send your resume and cover letter along with salary desired to marketingjobs@ctgla.org. Please be sure to include the position title in the subject line of the email. Due to the heavy volume of resumes received, emails that do not include the job title in the subject line of the email may not be considered. In the cover letter, please indicate how you became aware of this position, e.g., name of website, current employee, other source.

No phone calls please. We will contact qualified individuals to set up interviews.

Center Theatre Group is an equal opportunity employer and does not discriminate against any applicant on the basis of race, religion, sex, sexual orientation, gender identity, marital status, color, ancestry, disability, age, national origin, pregnancy, veteran/military status, genetic information or any other basis prohibited by law. CTG will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring Ordinance. We support, promote and embrace a diverse workforce.