



Position: Ticket Booth Specialist
Program: Cultural Arts
Reports to: Box Office & Special Events Coordinator
Salary: \$15.00/hr
Status: On-Call/Relief, Non-Exempt
Probation: NA
Benefits: Sick Accruals

JOB SUMMARY: As scheduled and under the general supervision of the Cultural Arts Management, the Ticket Booth Specialist shall work in the Ticket Booth and provide Front of House support by taking reservations, selling tickets, collecting money, generating financial reports, operating all necessary computers and equipment, house managing shows and interacting with the public and Center Staff on a daily basis.

ESSENTIAL FUNCTIONS:

- 1) Operate ticketing software program (Eventbrite) and other computer systems to register students, sell event tickets and generate invoicing;
- 2) Collect room and equipment rental fees;
- 3) Provide telephone and in-person customer service with information and referrals;
- 4) Conduct Front of House duties as scheduled for live events including but not limited to: providing customer service to patrons, scanning tickets and seating theatre patrons;
- 5) Update and maintain performance, class, customer, and rental databases;
- 6) As scheduled, assist with the Back of House including: set-up and break down of audio/visual equipment, props, and scenery;
- 7) Work closely with Finance Department on reconciliation of financial transactions;
- 8) Evening and weekend hours required;
- 9) Event/room set up and break down as needed;
- 10) Participate in staff, planning and training meetings and events as required and/or needed;
- 11) Follow security procedures particularly with respect to safety, equipment, and access;
- 12) Other duties as assigned;

QUALIFICATIONS AND EXPERIENCE:

- 1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBTQ people;
- 3) Excellent math skills with ability to handle money and financial reconciliations;
- 4) Prior experience and comfort with learning complex computer software;
- 5) Ability and willingness to take supervisory direction;
- 6) Good multi-tasking abilities with a high degree of flexibility;
- 7) Ability to analyze and troubleshoot problems;
- 8) Prior experience in customer service with excellent verbal and written communication skills;
- 9) Self-motivated, energetic and flexible; ability to work independently;
- 10) Ability to organize work environment for efficient and smooth operation;
- 11) Ability and willingness to portray a positive, professional, customer relations focused attitude;
- 12) Prior experience in a diverse work environment;
- 13) Bilingual (Spanish/English) preferred but not required;
- 14) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment.

E-mail cover letter and resume as an attachment to jobs@lgbtcenter.org website: www.lgbtcenter.org

Or submit cover letter with application/resume to:

Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

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