

Waldo Theatre Office Manager Job Description

The Office Manager plays a crucial role in the daily operations of the Waldo Theatre, overseeing multiple administrative responsibilities. The primary focus is on Box Office (Ticketing), Membership and Donor Administration, Accounting Support and general Office Management.

The Office Manager is a multi-faceted role that requires strong organizational and interpersonal skills, attention to detail, and the ability to manage various aspects of theatre operations efficiently

Box Office Management:

- Utilize On the Stage (ticketing platform) for ticket administration. Handle various box office tasks, including entering new events, responding to customer inquiries and requests, and generating pre- and post-show reports.
- Reconcile all cash from Events including tickets, concessions and donations. Capture and share post-event data in the Box Office Report and with the accounting department.
- Strong understanding of the ticketing system to be able to pull any necessary reports.
- Sending show reminders and information to attendees

Membership and Donor Administration:

- Process memberships and gifts and accurately enter new member data into Little Green Light (CRM/donor platform). Assemble and distribute Membership packets promptly.
- Process donations, enter donor data accurately, and prepare and maintain form acknowledgement letters and thank you notes in a timely manner.
- Assisting with fundraisers & special projects

Accounting Support:

- Assist in accounting functions by processing incoming mail, scanning invoices, receipts, and checks. Code expenses and income using the chart of accounts. General banking including preparing and making bank deposits.
- Continuous communications with the Accounting Department and Executive Director.

Office Management:

- Monitor telephone messages, return/forward calls, and respond to emails from the primary theatre address (info@).
- Maintain records of contracts, agreements, and financial transactions.
- Order office, cleaning, and kitchen supplies as needed.
- Actively participate in bi-weekly Production Team meetings.

- Maintain licensing including but not limited to:
 - Music licensing
 - Liquor licensing
 - Filing with inspectors
 - Other permits & licenses

Direct Supervisor: Waldo Theatre Executive Director

Experience/ Skills:

- Experience working in an administrative position preferred, especially in the non-profit sector.
- Experience with Microsoft Word, Excel and Google Suite is essential, familiarity with Donor & Gifts Management platforms (Little Green Light) and ticketing for theatre is a plus. Will train.

How to Apply

Submit the following materials to applying@thewaldotheatre.org:

- Resume including references

Applications will be accepted until December 20, 2025. All applications will be acknowledged via email upon receipt.

Schedule: Average work week approximately 15 hours per week with a suggested M-W-F schedule.. Remote work may be possible for some administrative tasks. May require occasional evenings/weekends

Compensation: Hourly paid bi-weekly, \$20 per hour. Annual holiday break.