



## Box Office and Events Associate

**Reports to:** Managing Director

**Status:** Full-time, non-exempt

**Hourly rate:** \$19-21, compensation is commensurate with experience

*Lebanon Opera House offers a competitive benefits package, including paid time off, full medical and dental insurance.*

**Submission Deadline:** Friday, March 20, 2026

### POSITION OVERVIEW

Lebanon Opera House (LOH) is a dynamic nonprofit organization which connects artists and audiences, making it possible for all to experience the transformative power of the performing arts. LOH seeks an outgoing and self-motivated professional excited about the opportunity to engage with patrons at all levels, drive attendance to LOH events through exemplary customer service, and become proficient in the PatronManager ticketing platform.

### KEY RESPONSIBILITIES

- Support and elevate the patron experience by providing exemplary customer service and facilitating ticket builds and sales
  - Provide in-person and remote (phone, email, and social media) box office service on weekdays (Monday through Friday from 12-5 PM)
  - Monitor and respond to Lebanon Opera House email messages, phone calls, and voicemails
  - Create timely and accurate ticketing builds using the PatronManager ticketing platform
  - Support patron accessible seating and service coordination
  - Monitor and update ticket software settings
  - Assist with box office service at events as needed (some weekend and evening hours may be required)
- Provide administrative support
  - Assist with data management and cleanup, including the timely qualification of ticket orders and consolidating duplicate patron and donor records
  - Assist with administrative and daily operational needs, including checking LOH mailboxes and maintaining office supply inventory
  - Maintain phone system
- Provide additional event support including logistical, communication, and set up needs
  - Support the LOH Volunteer Program, including email and phone communications
  - Maintain Youth Education Series (YES) records, including basic invoicing, communications, and data assistance
  - Assist the Patron Services and Events Manager with daytime event setup and cleanup as needed (some lifting required)
  - Support the Patron Services and Events Manager in planning and preparing for special events, including but not limited to Nexus Music and Arts Festival, LOH Pride, and LOH residency programming

## REQUIRED QUALIFICATIONS

- Demonstrated customer service excellence, dedication, and skills
- Proficiency with technology
- Enthusiasm for working in a fast-paced environment
- Flexible and willing to support a variety of tasks
- Ability to work both independently as well as in team settings
- Passion for the performing arts and a commitment to the values of LOH

## PREFERRED QUALIFICATIONS

- Familiarity or past experience with PatronManager, Leap Event Technologies, or other ticketing software
- Familiarity with Google Workspace and Microsoft office suite
- Previous experience with Salesforce or other Customer Relationship Management (CRM) technology.

## ABOUT LEBANON OPERA HOUSE

Lebanon Opera House is prominently situated on the Colburn Park green in historic downtown Lebanon, NH. Since 1924, LOH has served as one of the cultural cornerstones of the Upper Valley region as a vaudeville theater, movie house, community gathering place, and town hall.

Now, as a thriving year-round presenter of 100+ high-quality performances in music, dance, theater, and film our doors are open to more than 30,000 patrons who experience the transformative power of the arts each season. The scope of our work is even more impressive when you consider that LOH is an independent nonprofit organization that receives no direct funding from the City of Lebanon.

Although deeply rooted in the Lebanon community, LOH's mission is to serve as a unifying catalyst for community engagement in the performing arts — for people of all ages — throughout the region. What sets LOH apart from other regional arts presenters is its inclusive, community-forward approach.

We are the Upper Valley's stage: a home for organizations that lack a performance space of their own and a favorite stop for many national touring artists. Each season, a dozen community arts groups (including City Center Ballet, North Country Community Theatre, and Upper Valley Music Center) and students in the Lebanon School District set up residence on our stage. Our house becomes their home, and all artists, regardless of age or experience level, have the opportunity to perform on a professional stage with expert technicians and quality equipment.



*LOH is an Equal Employment Opportunity (EEO) organization and does not discriminate on the basis of race, religion, sexuality, gender identity, age, veteran or disability status, etc. LOH is a recovery-friendly workplace.*