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About the Job

The Glen Echo Park Partnership for Arts and Culture seeks a Box Office Manager who is an expert in creating customer satisfaction and has strong knowledge of ticketing systems. Reporting to the Chief Operating Officer, this newly created position will be the driving force of our recently launched centralized box office for Glen Echo Park. The Box Office Manager will be responsible for expanding and overseeing all central box office functions and managing a team of part-time box office staff to ensure excellent customer service. The Box Office Manager will supervise sales of tickets to puppetry performances, social dances, concerts, carousel rides, and other park activities to groups as well as support facility rentals. This position will be a tech-savvy master of the CRM/ticketing system and provide sales reports and data analysis to partners and senior staff. This role is the perfect opportunity for someone who excels at a blend of technical system management, team leadership, and visitor interaction. With room for growth, a successful Box Office Manager will be an individual who can creatively expand ticket sales to reach new groups and customers while effectively providing quality customer service through their team management skills.

About Glen Echo Park Partnership for Arts and Culture and Glen Echo Park

The Glen Echo Park Partnership for Arts and Culture (Partnership) is the nonprofit manager of historic Glen Echo Park (the Park), a unique multidisciplinary arts and culture center located in Montgomery County, MD. Glen Echo Park is home to a community of artists and is jointly managed through an agreement between the National Park Service, Montgomery County Government, and the Partnership. Our mission is to present vibrant artistic, cultural and educational offerings at Glen Echo Park and promote the Park as a unique destination for our region's diverse population. We strive to inspire creativity and offer shared artistic experiences in a welcoming historic and natural setting within a National Park. The Partnership works alongside resident and non-resident artists and organizations to curate a rich calendar of events, classes and activities for the Park's 300,000 annual visitors by directly and jointly presenting public programs and providing centralized marketing, administration, and other services. The Partnership is led by a dedicated Board of Directors and staffed by a passionate team of employees.

Duties & Responsibilities

Box Office and Administration

- Oversee all Box Office staffing including hiring, training, and supervising of box office staff and ensure adherence to customer service ideals and workplace policies.
- Manage staff scheduling within budget to ensure full operational coverage, including coverage of these shifts, sometimes with short notice.
- Develop and oversee ticketing and box office procedures and operations, ensuring smooth transactions and positive patron experiences.
- Manage all ticket sales (online and in-person) and box office communication channels (online, email, and phone), ensuring friendly and timely responses to all inquiries.
- Resolve patron issues professionally and maintain positive relations with partners and staff to ensure a seamless experience.
- Stay informed about Park events and activities and communicate impacts to box office staff
- Coordinate with Marketing and Program staff to boost upcoming events and performances, ticket discounts or promotions, and assist with calendar or website listings
- Provide administrative support as requested to the Chief Operating Officer and Operations Team.

Ticketing System

- Serve as the primary ticketing and patron services point of contact for partner organizations and manage the transition of their ticketing operations ensuring system functionality
- Implement and manage database system solutions supporting ticketing and events
- Fully utilize the CRM/ticketing system(s) to deliver an intuitive and high quality ticketing experience
- Create and manage all events in the ticketing/CRM system, including complex partner issues
- Reconcile ticket sales, prepare bank deposits, process partner payouts, and report to accounting

- Process refunds and manage chargebacks and ensure appropriate documentation is in place
- Produce financial and visitation reports to share with staff and partners, analyze data, and make recommendations for promotions or marketing on a monthly basis
- Maintain secure digital and physical environments for financial transactions and patron information

Group Sales

- Serve as the primary point-of-contact for group sales and birthday party customers by responding to inquiries, drawing up contracts, collecting payments, communicating and coordinating logistic
- Books classroom rentals for birthdays and special groups
- Coordinate with Cafe for any group food ordering
- Coordinate space use and special requests for booked events with Operations Assistant Manager
- Grow current group ticket sales and develop new group visit packages and experiences by working with program and operations staff
- Administration of transportation reimbursements and carousel tickets for Title I schools

Supports and works Partnership special events and festivals as scheduled and performs other related duties as assigned.

Required Skills and Abilities

- Knowledge of best practices for box office management and ticketing/CRM software
- Strong technical skills utilizing databases, CRMs, or ticketing systems
- Excellent interpersonal and customer service skills with ability to be diplomatic and professional under pressure in a fast-paced environment.
- Strong verbal and written communication skills.
- Strong organizational skills and attention to detail
- Strong time management skills, able to manage multiple projects and delegate when appropriate
- Strong supervisory and leadership skills.
- Ability to have a flexible schedule when needed, including working on weekends and evenings
- Proficient with Microsoft Office Suite, Google Suite, email and internet use.
- Must speak and understand English fluently

Education and experience

- Bachelor's Degree or equivalent
- At least 3 years related experience managing ticketing systems and box office functions required, with at least 2 years of supervisory experience
- Cash handling experience and working knowledge of business office and accounting practices
- Current CPR/First Aid training credentials or certification preferred but can be provided upon employment (if needed)

Physical and Other Requirements

- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift and move objects up to 40 pounds on a campus setting, moving materials from one building to another.
- Ability to walk or stand for long periods in a multi-facility environment, including event setup in both historic and renovated buildings (many with stairs).
- Must be able to work in varying weather conditions
- Must have reliable transportation to and from Glen Echo Park, including outside of public transportation hours

Work Schedule and Hours

This is an onsite position working Tuesday through Saturday with general office hours of 9:30 am – 6 pm. Actual scheduled hours will vary based on events and programs. Weekends and evenings are required, sometimes with short or limited notice, and may include holidays based on event needs. As an essential tier 2 position, the incumbent may be asked to report on site when the facility is closed depending on business needs.

Pay and Benefits

- This is a full-time (40hrs/wk) exempt job with a salary range of \$50,000-\$60,000.
- Paid time off: 10 days vacation in the first year, 7 holidays, 4 floating holidays, sick and safe leave
- 401K available after 12 months (up to 5% of salary matched, no vesting)
- Partial employer funded health plan offered (after 90 days)
- Long term disability insurance (option to participate)

To Apply

Email resume and cover letter to jobs@glenechopark.org with the subject line **Box Office Manager**.

Applications will be reviewed on a rolling basis until the position is filled.

Applicants may be asked to demonstrate their skills or ability to perform the tasks required for this position during the interview process. Employment is contingent on a criminal background check.

Equal Opportunity Employer

The Glen Echo Park Partnership for Arts and Culture is committed to providing equal employment opportunities to all applicants and does not discriminate against any employee or applicant for employment based on race, color, religion, creed, ethnicity, physical or mental disability, sexual orientation, sex, gender identity, family responsibility, pregnancy, genetic status or information, military or veteran status or on any status protected by federal, state or local law. Accordingly, as it relates to employment opportunities and in accordance with the law, The Partnership will provide reasonable accommodations to applicants with disabilities. Applicants requiring a reasonable accommodation for any part of the application and hiring process should email jobs@glenechopark.org. Individual determinations on requests for reasonable accommodation will be made in accordance with all applicable laws.