



## Job Description

**Position:** Box Office Manager  
**Reports To:** Director of Community Engagement  
**Status:** Full Time; Exempt  
**Schedule:** Box Office Hours:  
*Monday – Thursday: 10am to 4pm*  
*Fridays: 12pm to 8pm*  
*Saturdays: 12pm to 4pm*  
*, evening and weekends required*

### **Role Summary**

The Box Office Manager is responsible for the overall day to day operations of the ticketing department from daily sales to scheduling staff for daytime and evening operations for the Academy's two venues. The venues include a 300 seat black box theatre and an 800 seat historic theatre. The Box Office Manager will be sure to create a welcoming, and efficient environment for our patrons. The Box Office Manager will be responsible for programming and monitoring AudienceView, the Academy's Customer Relationship Management system. Other duties may include tracking daily sales, reporting, and merchandise sales; providing excellent customer service, assistance in front of house needs, and various other administrative duties. This role is highly visible and will be working closely with not only the public on a daily basis but many different staff members. High levels of quality customer service and openness to teamwork is a must.

### **Essential Duties & Responsibilities**

- Work with staff and outside organizations to set up events in the Academy's ticketing system, help create and maintain seating manifests, and assist the Director of Finance on reporting and settlements of all events and daily box office statements.
- Creation, implementation, and continued assistance in the management of reporting using AudienceView.
- Revise, implement and maintain training materials for the Box Office including policies and operating procedures.
- Assist in hiring, training, scheduling, and supervising part-time Box Office staff for both of the Academy's venues.
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and train all Box Office personnel and other staff in customer service standards.
- Work in conjunction with the Director of Operations to facilitate merchandise sales including but not limited to gift certificates, concessions, t-shirts etc.

- Work under the Director of Operations to maintain a clean and organized box office in all venues, inventory and prepare the appropriate number of computers and Ipads for box office use, and report the need for necessary items to operations for events, such as armbands, drink tickets, etc
- Assist in the implementation and management of Academy membership and/or subscription sales.

## **Qualifications**

### **Minimum Qualifications**

- Excellent verbal and written communication.
- Proficiency in Microsoft Office including Word, Excel, Outlook, and other Windows applications.
- Ability to work in a sometimes fast-paced and rapidly changing environment.
- Excellent organization skills and ability to multi-task.
- Must be able to work well independently but must be also capable of working as part of a team and able to lead, train, and motivate others.

### **Preferred Qualifications:**

- Cash handling experience and experience in staff management.
- Knowledge and experience working with point of sales and/or customer relationship management systems.
- Ability to prioritize, identify critical issues and work towards results.
- Ability to work with multiple organizations and vendors proactively and professionally.
- Associates degree or higher.