



## Job Description

**Position:** Box Office Manager  
**Reports To:** Director of Operations  
**Status:** Full Time  
**Salary:** \$39,000-\$43,000 range  
**Schedule:** Monday-Friday 9AM-5PM, evening and weekends required

### **Role Summary**

The Box Office Manager is responsible for the overall day-to-day operations of the ticketing department for the Academy's three venues: our 120-capacity Music Hall, a 300-seat black box theatre and the 800-seat historic theatre. The Box Office Manager is responsible for creating a welcoming and efficient physical and online environment for our patrons. The Box Office Manager is a primary "super user" of Tessitura, the Academy's Customer Relationship Management system, which requires technical savvy to program the platform, monitor activity and generate reports. Other duties include overseeing and training part-time support staff, tracking daily ticket sales and bank deposits, managing merchandise sales, assisting with front-of-house needs, and various other administrative duties. This role is highly visible, working closely with the public and collaborating with staff across all functions daily. A commitment to providing high-quality customer service and working successfully in a team environment 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 our Finance team on reporting and settlements of all event and daily box office statements.
- Prepare and oversee daily bank deposits.
- Create and share reports using Tessitura and observe and communicate trends/issues/opportunities.
- Create, implement, and maintain training materials for the Box Office, including policies and operating procedures. This also includes consistently updating Box Office staff on changes or updates to Tessitura.
- Assist in hiring, training, scheduling, and supervising the Box Office staff for all 3 Academy venues.
- Deliver excellent customer service, respond promptly to customer inquiries and requests, and train all Box Office personnel to meet our customer service standard.
- Manage all Academy merchandise sales, including but not limited to gift certificates, pottery bowls, holiday ornaments, t-shirts, etc.

- Assist in implementing and managing a group sales policy for the Academy. This may include greeting groups on a regular basis.
- Oversee and supervise all staff ticketing needs, including but not limited to comp ticket requests, discounts, sponsorship benefits, etc.
- Assist in the implementation and management of Academy Membership and/or subscription sales.

## **Qualifications**

### **Minimum Qualifications**

- Excellent verbal and written communication
- Proficiency with Google Workspace, including Drive, Docs, Sheets, Gmail, Calendar and other Google applications
- Ability to work in a fast-paced and rapidly changing environment
- Excellent organization skills and ability to multitask
- Must be able to work well independently and as part of a team
- Skillset to lead, train, and motivate others

### **Preferred Qualifications**

- Cash handling experience
- Experience managing staff
- Knowledge and experience working with point of sales and/or customer relationship management systems
- Bachelor's Degree or equivalent experience in management

ACOA values a diverse workforce and an inclusive culture — people of color, women, individuals with disabilities, immigrants, and people from other underrepresented communities are strongly encouraged to apply for this position.