

Assistant Box Office Manager

Position Summary:

\$17.30/hr | 20-30 hours per week

This position is hourly and is expected to be 20-30 hours per week, with shifts based on the Asheville Community Theatre performance schedule ([see Mainstage schedule here](#)). The Box Office Assistant Manager manages the box office during performances and assists with daily box office operations during non-event workdays. Responsibilities will include ticket sales and reconciliation, inventory, data entry and reporting, and the scheduling and training of volunteer ushers. Seeking an individual with good organizational and customer service skills. Must be proficient with computers, training provided for specific software needs.

Key Tasks, Duties, Roles and Responsibilities:

- Manages box office operations for all ticketed mainstage shows and 35below shows when the mainstage is dark
- Maintains accuracy of box office and concession floats during events
 - Verify/reconcile ticket sales reports and deposits for event days
 - Verify/reconcile concession sales reports and deposits for event days
 - Complete bank cash exchange as needed prior to events
- Assists with daily box office operations during non-event workdays, including but not limited to, using a multi-line phone system, assisting walk-up patrons, qualifying ticket orders and class registrations, processing comp requests, and assisting with building events in PatronManager
- Manages concession inventory, pre-show restocking, and order pick-up of supplies as needed
- Oversees pre-show front of house setup, including but not limited to, printing door lists, printing usher schedules, informing FOH Manager of event-specific needs, and creating playbill inserts
- Creates usher sign-up sheet, ensures usher needs are filled for events
- Assists in the training ushers and box office volunteers; facilitates training sessions for new and returning volunteers
- Data entry of donation drop offs, Code of Conduct forms, usher volunteer hours, and other forms into ACT digital databases
- Other duties as assigned by supervisory staff

Key Technical Skills and Knowledge required for the position:

- Proficient with computers, ability to learn ticketing software (PatronManager), class registration system (CourseStorm), and concessions sales system (Square)
- Customer service skills, both verbal and written
- Organizational and time management skills
- Data entry skills, with good typing and spelling capabilities
- Must be able to lift up to 40 lbs (event setup includes moving boxes of wine, beer, playbills, etc.)

Key Success Factors and Interpersonal Competencies required for position:

- Must be able to interact well with the public on a daily basis, and effectively manage patron complaints/concerns that have been elevated by a box office volunteer or concessionaire
- Ability to adapt quickly to new and/or unexpected situations
- Capable of retaining and relaying to the public a general understanding of ACT processes and knowledge of the ACT event calendar
- Has ability to self-manage and can listen to direction; works well independently and as a team member or team leader

Performance Measures used to evaluate effectiveness in position:

- Effective event execution and maintenance of usher schedule
- Timely arrival for event and/or daily work shift
- Overall effectiveness in engaging with the public over the phone and in person
- Accuracy in the reconciliation of deposits, floats, and cash exchanges
- Timely and accurate database maintenance

To apply, please e-mail your resume to Cassandra Marcelo, Box Office Manager at cassandra@ashevilletheatre.org.