

Job/Position Title: Box Office Manager

This job reports to:

Executive Director

The following positions report to this job:

Marketing and Box Office Associate

Box Office Volunteers

Position Purpose:

This position is a full time, hourly position. The Box Office Manager oversees all daily operations of the box office, which serves as the theatre's main customer service hub. This position manages and builds events and class registration using ticketing software (PatronManager) and POS software (Square). This position hires, supervises, and trains box office volunteers.

Key Tasks, Duties, Roles and Responsibilities:

- Builds and manages all ticketed events through PatronManager system; creates and maintains Season subscriptions and gift certificate packages; manages and updates ticketing fees
- Manages coverage of the box office during business hours
- Manages student matinees payments and front of house staffing
- Supervises daily box office operations, including ticket sales, patron concerns, multi-line phone system, script checkout, and lobby organization and cleanliness
- Creates and sends re-subscriber mailing form; manages subscriber-specific communications
- Track payments and class rosters for parents, schools, teachers, scholarships, students, and anyone else who either attends a class, summer camp, or attends a student matinee. Includes follow up with parents, schools and other patrons to ensure that payment is collected.
- Creates seasonal and show-specific ticket vouchers and printed certificates; maintains voucher letters and voucher package distribution; processes voucher comp requests
- Builds and manages class registrations through PatronManager system; creates private referral links for processing scholarships
- Reconciles and verifies daily sales reports and deposits for both event and non-event days
 - Leading vault audited every three months
 - Doing change exchanges at bank as needed between shows and in preparation for shows
- Creates financial, event, and attendance reports; troubleshoots reporting discrepancies
- Responsible for accuracy of all box office, concession, and change floats
- Manages policies and staff training related to liquor laws, fire safety protocol, and sanitation
- Supervises and trains box office volunteers; maintains volunteer handbook and guidelines and logging of volunteer hours
- Serves as administrator for PatronManager; creates PatronManager user profiles and provides training to staff as needed; submits help desk tickets
- Maintains box office website pages for events and general box office information; Manages public policy language and documents in conjunction with Marketing Manager
- Coordinate with Box Office Associate for items sold at concessions.
- Communicates ticketing and front of house policies with third party producers, including but not limited to, 35below Producers and The Autumn Players

- Check facilities for any damages and report to the Finance Director in a timely manner.
 - Oversees recycling for ACT, parking violations, etc.
- Other duties related to box office, concessions, and/or front of house management as assigned

Key Technical Skills and Knowledge required for the position:

- Proficient with computers, especially ticketing software (PatronManager) and concessions sales system (Square)
- Working knowledge of front of house theatre operations
- Customer service skills, both verbal and written
- Organizational, time management, and data analysis skills; detail-oriented
- Proficient with multi-line 3CX phone system and a working understanding of Google Suite applications

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; comfortable with public speaking
- Ability to problem solve and 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, multitask, and delegate; works well independently and as a team member or team leader

Performance Measures used to evaluate effectiveness in position:

- Effective maintenance of box office operations and front of house staffing during event and non-event workdays
- Timely and accurate sales management of ticketed events and classes
- Overall effectiveness in engaging with the public over the phone and in person
- Accuracy in the reconciliation of sales reports, deposits, and box office vault
- Initiative in and implementation of organizing, restructuring, and/or streamlining box office and front of house operations