

Box Office Manager

Salary: \$55,000-\$58,500

Status: Full-Time Exempt

The Box Office Manager will oversee daily operations within the Box Office, as well as set a high bar for all Box Office staff regarding professionalism, work ethic, and customer service. This position supervises operations, including but not limited to, planning, ordering, distributing, and accounting for all ticket sales, and establishes and maintains seating plans and ticket inventory. The Box Office Manager will oversee new employee trainings and lead various staff meetings. Day-to-day functions include ensuring the Box Office is always staffed appropriately and handles patron requests in a timely manner. The Box Office Manager will support Box Office staff by, but not limited to, answering questions, clarifying policy, sharing all details of programming and special campaigns, and provide occasional step-by-step hands-on guidance.

The Box Office Manager works to ensure a superior customer service experience for all patrons purchasing or enquiring about purchasing subscriptions and single tickets through all channels, phone, web, and walk-up. They will foster a warm on-site experience for ACT patrons. This position will mentor staff on an ongoing basis and ensure a premium level of customer service and proactive care. The Box Office Manager partners with the Front of House team to develop and deliver superior customer service standards for the Patron Services division.

This role requires keen attention to detail, along with proactive tracking of information about all current programming, and the ability to troubleshoot creatively in high pressure environments. Keeping abreast of industry standards and trends is necessary.

Benefits include health insurance, paid sick, vacation, and holidays, 403b plan, access to \$5 downtown parking, and free tickets to ACT productions. COVID-19 vaccination is a condition of employment.

Responsibilities Include (But Are Not Limited To):

Managerial Duties – 50%

- Create, maintain, and update industry SOPs that increase efficiency and cross-functionality
- Responsible for multi-layered scheduling of staff shifts for business hours and performances
- Motivate staff to participate in a positive, creative, and professional work environment and to adapt to dynamic and challenging situations
- Ensure patrons experience exemplary service in all department interactions
- Assign daily flow of in-person, phone, and email channels to Box Office staff and ensure all inquiries receive a same day reply
- Ensure ADA standards are being met and flexible service is provided to the community
- Remain calm and diplomatic with escalated issues, resolve high level patron concerns using exceptional problem-solving skills to quickly achieve a mutually satisfying result and rebuild trust
- Demonstrate exceptional and forward-thinking customer service
- Be self-directed in work ethic, leading by example
- Exercise confidence, kindness, and mentorship in speaking to team members when something needs to be improved or retrained

Administrative Duties – 20%

- Determine staffing levels and schedule based on fluctuating volume of operations
- Ensure hiring, interview, evaluation, and separation standards follow all ACT guidelines
- Approve timesheets and ensure timely submission
- Actively participate in department meetings and engage with colleagues to ensure seamless integration of Box Office with Front of House and Marketing

Sales & Ticketing – 15%

- Create patron communication and guidelines on sales process
- Responsible for implementation of staff comp ticket process and policy communication
- Provide personal ticketing for artists, administration, donors, press, marketing, and VIPs
- Coordinate opening night seating
- Work with the Data Analytics Manager to create, modify, and maintain inventories for all ticketed events in ticketing software as needed
- Maintain accurate patron and donor records
- Identify ways to continuously engage with patrons, cross-sell, and up-sell additional products
- Identify methods to increase revenue and retention of subscribers
- Assist with ticketing needs and procedures with outside partners

Financial/Other Duties – 15%

- Establish and enforce Box Office procedures that insure financial accountability for all staff
- Provide financial settlement and accountability of all ticket sales revenue
- Ensure compliance with cash handling procedures
- Assist with dynamic pricing management
- Create bi-weekly show and annual reports for settlement and general Box Office reporting
- Prepare, manage, and track annual Box Office budget
- Assist with seasonal allocation of subscription tickets and mailings

Qualifications/Skills

- Bachelor's degree preferred
- Three to five years Box Office experience, including scheduling, hiring, and managing staff, preferably in the arts or cultural sector
- Proven record of providing superior customer service with excellent interpersonal communication skills in theatre, arts, culture, or hospitality sectors
- Enjoy proactively, politely, and calmly interacting with a variety of personalities in a fast-paced environment, you must truly enjoy people to thrive in this position
- Confident and assured in public interactions, superior conflict resolution skills
- Accommodate a flexible schedule including occasional weekends, evenings, and some holidays
- Tessitura software experience
- Familiarity with Microsoft Office Suite and database management software
- Ability to appropriately manage confidential information
- Skilled at multi-tasking with high attention to detail
- Excellent written and verbal communication skills
- Possess a positive, caring, respectful attitude, a sense of humor is a plus
- Commitment, dedication, cooperation, adaptability, and flexibility
- Deep knowledge of ADA compliance
- Ability to motivate and inspire teams



A Contemporary Theatre

Equity and Inclusion

ACT strives to be an anti-racist, fully accessible, multicultural theatre that is truly welcoming to all. Employees will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events relating to understanding institutional racism and building cultural competency and exhibit a commitment to diversity, equity and inclusion

Physical Skills/Work Environment

While performing the duties of this job, the employee is regularly required to sit and stand for periods of time; move through a variety of environments, use a computer keyboard and screen, use a telephone, speak, and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus. Ability to lift and carry at least 25 pounds.

Work environment includes administrative offices, public spaces, theatrical spaces, scenic, paint, and costume shops, dressing rooms, backstage, and break areas.

To Apply

Submit resume and cover letter with "Box Office Manager" in the subject line to work@acttheatre.org