



Box Office Manager Job Description

POSITION SUMMARY

A full-time position with responsibilities for all ticket operations with the objective of providing the highest degree of customer service and satisfaction. The successful candidate will focus on ticket sales, the management and administration of box office operations, functionality, accountability, and customer relations. Additionally, this individual will work under the supervision of the Executive Director with a dotted line to the finance team to provide accurate and timely ticket, show performance, and other event-based reporting and record-keeping duties and office procedures. The individual is expected to contribute to a productive, pleasant work environment and help ensure high levels of organizational effectiveness, efficiency, and communication. Leads by example at all times and provides the highest level of customer service to all guests and clients.

DUTIES AND RESPONSIBILITIES

BOX OFFICE SALES & PATRON SERVICES

- Take and process ticket orders during regular business hours and during performances via phone, in person, by mail and by email.
- Answer all incoming calls and return all calls on the ticket office phone line.
- Oversee the daily, weekly, monthly and annual ticket orders and generate accompanying reporting as required.
- Process subscription orders, single ticket sales, ticket exchanges and/or refunds, and ticket donation requests in an efficient and timely manner.
- Sell new and renewal subscriptions, four show packages, gift certificates, and related items. Includes taking charge card or other payment information from patrons, which must be maintained in strict confidence.
- Upsell appropriate services, development programs, and events.
- Make outgoing calls to patrons regarding program or event changes and new services or offerings as necessary.
- Function as information and sales representative for all events related to City Springs Theatre Company.
- Responsible for all cash, check, and card transactions and reconciliations made through the box office and ticketing system.
- Identify and troubleshoot customer service issues to provide the fastest and most positive resolution for the customer.
- Provide helpful information to patrons, including suggestions for events, performances, price options, parking options, directions, restaurants, access for patrons with disabilities, and any other service provided by City Springs Theatre Company.
- Compose and distribute periodic customer comment reports to Executive Director and Director of Marketing.
- Work the box office at all City Springs Theatre Company performances to sell tickets, distribute will call, and handle any re-seating issues that may arise, working closely with the House Manager.
- Guide patrons through their online interactions with City Springs Theatre website.

- Ensure the fulfillment of house seats, comps, and trade requests, as needed.
- Monitor the advance sales and consult with the marketing department to make suggestions regarding papering and closing sections.
- Consult with the management to maintain the highest standards of customer service.
- Schedule and train box office assistants, as needed, for all City Springs Theatre Company performances. Assist in training ushers or other front-of-house personnel.
- Manage the seating chart of all City Springs Theatre Company performances to understand what seats are available for each production.
- Develop and maintain strong working relationships with Sandy Springs Performing Arts Center box office.
- Draft and proofread all copy for printed tickets with 100% accuracy

BOX OFFICE DATABASE MAINTENANCE

- Monitor all performances to ensure correct pricing, dates, times, and other pertinent information.
- Create and build shows/seasons within the ticket system for the purpose of selling both subscription and single tickets each season.
- Adapt each season into smaller subscription packages throughout the year
- Assist with database maintenance, add accounts in database, and update and correct patron information.
- Enter customer feedback into patron database.
- Monitor donors and board members in the ticketing system to ensure they are identified appropriately for each production within each season.
- Manage all patron contact information and mailing list to assist marketing in the pulling of all patron information for mailers.

BOX OFFICE ACCOUNTING

- Lead and ensure timely and accurate box office fiscal accountability and reporting processes and procedures.
- Pull regular ticketing and financial reports for the finance team to ensure ticket revenue is accounted for and reconciled on a monthly basis.
- Work closely with accounting on executing proper cash handling and cash control procedures.
- Reconcile any issues between ticket sales and underlying reports.
- Immediately inform the finance team and ED of any discrepancies or issues with ticket sales, cash receipts and other financial reporting.

OFFICE MANAGEMENT

- Support the day-to-day operations of the office including:
 - Maintenance
 - Mailing
 - Supplies
 - Equipment
- Greet guests as they enter the building, whether it be for show rehearsals or education classes

- Organize the office layout and order stationery and equipment
- Maintain the office condition and arrange necessary repairs
- Partner with management to update and maintain office policies as necessary
- Organize office operations and procedures
- Coordinate with management on purchase/lease and maintenance of all office equipment
- Address employees' queries regarding office management issues (e.g. stationery, hardware, etc.)
- Liaise with facility management vendors, including utility and security services
- Participate in department head and full organization meetings
- Assist, as needed, in the coordination of education activities, including: set-up assistance, event coordination and on-site management, assistance in phone call communication from educators/parents regarding educational programming, etc.
- Execute other duties as assigned by the management

PROFESSIONAL QUALIFICATIONS

The successful candidate will have:

- A bachelor's degree and/or equivalent course work, or professional experience.
- A minimum of three years of box office or similar experience, preferably in the performing arts.
- Must be able to work well independently and accurately.
- Excellent verbal and written communication and documentation skills required
- Candidate must be able to successfully handle multiple priorities in sometimes high stress situations
- Position requires the ability to accommodate a flexible schedule, including evenings, weekends, and holidays, as well as being able to perform in a fast-paced, dynamic work environment.
- Candidate should have cash handling and general financial reporting experience.
- Candidate must also have the ability to work with the public and possess conflict resolution skills.
- Proficiency in all Microsoft Office applications

ADDITIONAL QUALIFICATIONS

This position also requires an individual who is:

- Committed to the mission of City Springs Theatre
- Self-motivated, honest, thoughtful and composed
- While exceptionally detail-oriented, can also focus on large concepts and strategic issues
- Able to navigate through diverse and sometimes competing priorities
- Collaborative and collegial in work relationships

COMPENSATION

City Springs Theatre Company offers a competitive salary commensurate with candidate qualifications and comparable organizations as well as a medical, dental and vision insurance plan to all full-time employees.



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ABOUT CITY SPRINGS THEATRE

City Springs Theatre is dedicated to entertaining, educating, and enriching the community while contributing to the cultural and economic development of Sandy Springs, by creating world class theatre experiences for the metro Atlanta area, through affiliation with the Sandy Springs Performing Arts Center. Through Broadway-style musical theatre featuring regional and national artists, creating a broad range of arts education programs for the enrichment of the community, and providing entertaining and inspiring productions for diverse audiences, City Springs Theatre establishes Sandy Springs as a growing cultural center. City Springs Theatre is a 501(c)(3) non-profit cultural organization. For more information, visit our web site: www.CitySpringsTheatre.com.