

Jubilee Theatre – Position Description – Box Office Manager

Reports to: Marketing and Operations Manager

Hours: Full Time; nights and weekends

Job Summary: Box Office Manager serves to manage the sale of tickets to customers, both by working with customers directly and by training staff to work directly with customers. Responsible for financial report functions, monitoring, and reconciling data. The Box Office Manager will manage all front-of-house operations during performances and other events scheduled at Jubilee Theatre. The Box Office Manager must be able to think strategically and manage box office staff and volunteers through effective leadership and clear communications.

Box Office Duties:

- Staffs box office assistants, including seasonal help, while staying within a strict budget.
- Trains box office assistants on appropriate procedures, software, credit card processing, handling difficult situations with customers, etc.
- Works directly with box office software to set up all events (single, subscription, and others as requested) and discounts.
- Establishes and maintains effective working relationships with key strategic partners.
- Creatively assesses Jubilee ticketing needs with a focus on accurate reporting of patron data/recommendations, selects, and helps locate appropriate solutions based on customer needs and desires.
- Runs daily sales reports and reconciles with finance.
- Oversees all aspects of ticketing including subscription, single ticket and group sales, complimentary tickets, gift certificates, etc.
- Manages box office phone system.
- Maintains knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Establishes ticketing and event control procedures to minimize risk to the organization.
- Runs the box office with a high degree of customer service orientation to maintain excellent public relations with the public.
- Demonstrates good judgement by escalating issues to the Managing Director when appropriate.

Front of House Duties:

- Schedule and assign posts for volunteer ushers and concession and/or merchandise volunteers.
- In conjunction with the technical staff on duty (Production/ Stage Manager) authorize the house opening for each performance.
- Help select and train and supervise volunteer usher corps.
- Prepare written reports documenting merchandise and concession sales, staffing, attendance, weather conditions, incidents, and other information after each performance.
- Maintain statistical database of volunteer hours for each usher.
- Communicate courteously and effectively with patrons to ensure the highest level of customer satisfaction while at the theatre.
- Stand and walk throughout the building for extended periods of time in performance of duties.
- Be prepared to assist any patrons who have medical or other emergencies.

Other Duties:

- Deliver exceptional customer service with an energetic and positive communication style.
- Maintain a professional appearance and manner.
- Additional duties as assigned by the Managing Director.

Desired Knowledge, Skills, and Abilities

- Computer literacy, including experience with email, internet, and Microsoft Office.
- An energetic and positive communication style in person and on the phone.
- Ability to establish priorities, work independently, and proceed with objectives without supervision.
- Willingness to work irregular and flexible hours is required.
- Ability to handle and resolve recurring problems.
- Ability to manage confidential information.
- Able to lift up to 25 lbs.

Credentials and Experience

- High School Diploma
- Experience with customer relations in a retail or service industry.
- Experience handling cash and other transactions.