

March, 2023

Job description – Box Office manager

Immediate Supervisor: Artistic Director/Finance Director

Qualifications: Experience in theater/performing arts box office work

Basically Mon – Fri with some weekends and evenings, 25 – 35 hours @ week

Salary \$16-\$17 an hour depending on experience

Essential Duties and Responsibilities:

Process and seat all individual and season membership orders

Answer BO phone during business hours

Open and close out BO Mon-Fri

Note all seating requirements and special needs – (i.e. wheelchairs, interpreter, video, aisle or side seating)

Conduct window and phone sales

Keep data base current with information concerning ticket buyers

Check all seating charts against ticket orders and print tickets before each performance

Work with Total Info to set up season and any special needs

Send confirmation letter to season membership holders

Prepare sales reports to Finance Director

Handle box office complaints after consulting with Artistic Director

Prepare weekly box office sales report for marketing director, development and artistic director

Set up, maintain, process payment plans

Email reservation reminders

Additional Examples of Work Performed:

Process donation checks

Maintain a cash “bank” for ticket buyers

Read plays

Attend final dress rehearsal

Communicate all pertinent information to evening box office staff

Keep list of complimentary tickets for production staff and community groups

Prepare gift certificates and bar cards

Assist in other duties as assigned by the Artistic Director

Attend special events sponsored by the Theatre