

JOB DESCRIPTION

Title: **Box Office Manager**
Salary: Starting at \$15 per hour, DOE
Hours: 10- 5 Mon. – Sat., (Labor Day Weekend until Memorial Day Weekend)
10- 3, Mon. – Fri (Memorial Day Weekend until Labor Day Weekend)
Except on event days and On Sale Days when hours are extended
Full Time: Non-exempt, Hourly
Reports To: Executive Director and/or Venue Manager

SUMMARY

The Alberta Bair Theater Box Office Manager manages all day-to-day aspects of the ABT Box Office. The Box Office Manager is the person on the front line interacting with our patrons and providing for their needs. This person works with Artists' Fan Club and or VIP ticketing entities per contracted agreements while advocating for ABT ticketing procedures. Box Office Manager leads a team of part-time customer service professionals who reflect the professional standards of our organization. Box Office Manager works closely with Marketing Director and Development Director to support communication efforts with patrons and is considered the in-house expert with Spektrix ticketing and maintains the ABT database with accuracy. Box Office Manager works closely with House Manager on days of events to ensure patrons expectations are met and exceeded.

In addition to setting up shows in the ticketing system, managing the Box Office includes overseeing the sale of tickets for all shows presented at the theater, processing daily receipts and deposits, running and scheduling reports for necessary individuals, managing customer expectations and resolving issues as they arise, and maintaining consistent, accurate data entry. The Box Office Manager directly shares patron feedback with senior staff to ensure ABT is meeting patron needs and capacities and appropriate patrons are identified for becoming more deeply involved with the theater. The Box Office Manager trains staff and maintains a consistent staffing schedule.

As a representative of the theater this person must exhibit strong, positive written and verbal communications skills, excellent customer service, competent computer skills with Microsoft Office and ability to learn Spektrix, good humor, confidentiality, and a professional appearance. They must be able to work in a busy environment, as well as work collaboratively with staff and key stake holders to insure high professional standards.

Success in this role will be measured by customer experience through patron surveys and artist management surveys, growth in box office revenue and cultivation of new donors.

To apply send a letter of interest and resume to: Jan Dietrich, Executive Director
abt@albertabairtheater.org