



JOB DESCRIPTION: Box Office Manager

Rev. 5/2024

Job Title: Box Office Manager

Reports to: Director of Marketing

Department: Box Office

FLSA Classification: Full-Time, Exempt

Wage/Compensation Range: \$46,000-\$54,000 annually with insurance, paid time off, and paid holidays provided. Our goal is to be a diverse workforce that is representative, at all job levels, of the community we serve. Goodspeed Musicals is committed to creating an equitable, inclusive, and accessible workplace environment, and is proud to be an Equal Opportunity Employer. Women, non-gender binary/trans individuals, BIPOC (Black, Indigenous, and People of Color), and people with disabilities are **STRONGLY** encouraged to apply

General Statement of Job Function:

The Box Office Manager will be the leader of Goodspeed Musicals' Box Office team, working in a fast-paced environment and creating a positive atmosphere. They will supervise the Box Office team, assure that all transactions are accurate and secure, maintain excellent customer service for all patrons, and coordinate ticketing needs for other departments.

Primary Duties & Responsibilities:

- Set up events within and maintain the integrity of ticketing software.
- Oversee the preparation of all daily Box Office Deposits and financial reporting
- Create, implement and maintain appropriate procedures and standards to ensure the accuracy and security of all Box Office financial transactions.
- Manage house seat inventory.
- Assign seats for house seat orders and all special events (i.e., opening night, press opening, etc.).
- Supervise daily Box Office operations, including supervising Assistant Box Office Manager, Box Office Supervisors, Group Sales Manager; Box Office Representatives.
- Hire, train and supervise all Box Office staff.
- Ensure the Box Office team is aware of all Marketing efforts.
- Create and implement patron service and selling standards.
- Ensure the absolute best customer service interaction at all times.
- Manage/Supervise subscription campaigns and coordinate membership campaign with Membership Manager.
- Prepare sales reports as needed for Marketing, Finance, and General Management departments.
- Liaison with marketing department to create/implement strategies and programs in order to reach sales goals

- Ensure that Box Office, Group Sales, and Telemarketing procedures and policies are consistent with Goodspeed Musicals standards.
- In conjunction with Director of Marketing, determine sales goals for Box Office, Group Sales and Telemarketing in order to achieve overall Goodspeed sales goals.
- Have working knowledge of how to fix issues in the ticketing system and/or how to contact Systems Administrator or PatronManager Help Desk as needed.
- Develop and maintain Box Office department budget
- Review and approve weekly Box Office statement.

Other Duties & Responsibilities:

- Advise Marketing Department regarding printed and digital promotional pieces.
- Assist in setting up events in ticketing software for other departments (i.e., Education classes and programs)
- Other duties as assigned.

Required Qualifications & Skills:

- Minimum of 3 years of relevant experience.
- Ability to remain calm under pressure. Strong interpersonal skills, ability to work independently, highly organized.
- Strong supervisory, management and customer service skills, detail oriented.
- Proficient with Microsoft Office software, experience with box office ticketing software.
- Available to work some nights and weekends as needed.
- Respect for Goodspeed’s mission and drive, including the understanding that the focus of our work is to support the artistic and creative process—and people—at the heart of making musical theatre.
- Honesty and sense of humor.
- Exhibit interpersonal savvy, which includes relating comfortably to a variety of personalities; cultivating and maintaining positive relationships; employing discretion, diplomacy, and tact; seeking the positive in all situations.
- Comfortably and effectively cope with change and ambiguity, which includes effectively transitioning between tasks and timelines; identifying priorities and making good decisions with a minimum of information; staying relaxed and proactive when things are uncertain; confidently managing risk and uncertainty.
- A commitment to an equitable work environment, which includes use of gender inclusive language; support for individual gender expression, racial equity and inter-generational collaboration; accessibility for people with disabilities; and cultural sensitivity.

Preferred Qualifications & Skills:

- Experience with PatronManager/Salesforce database programs preferred.