



JOB DESCRIPTION: Box Office Supervisor

Rev. 9/2024

Job Title: Box Office Supervisor

Reports to: Box Office Manager

Department: Box Office

FLSA Classification: Full-Time, Non-Exempt

Wage/Compensation Range: \$18-21 per hour 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 Supervisor will be an essential part of Goodspeed Musicals' Box Office team, working in a fast-paced environment and creating a positive atmosphere. They will supervise the Box Office staff while assuring that all transactions are accurate and secure, maintaining excellent customer service for all patrons, and providing administrative support.

Primary Duties & Responsibilities:

- Check and handle emails sent to the Box Office email.
- Check and handle voicemails in the Box Office, Major Donor, or Membership voicemail boxes.
- Assist Box Office Manager with house seat inventory for performances.
- Address any items in the Box Office mailbox and process any house seat orders.
- Act as back-up to the Box Office staff, on the phone and at the windows.
- Act as Performance Supervisor as needed.
- Assist in assuring Box Office policies and procedures are consistent with and executed to Goodspeed Musicals' standards.
- Ensure the absolute best customer service interaction on the phones and at the window, not only for the patron, but as an example for the Box Office staff.

- Prepare and submit daily Box Office deposits.
- Assist as needed with managing promotions.
- Assist Supervising House Manager with the Box Office Staff Schedule as needed.
- Assist with managing house seat holds (press/creative/commercial producer/other holds).
- Support the subscription and membership campaigns including set up, processing, trouble shooting and other needs.
- Assist with managing telemarketing and mail order campaigns.
- During non-performance times, serve as Lead Supervisor in the Box Office Manager's absence.

Additional Duties & Responsibilities:

- Maintain a working knowledge of the ticketing system and how to fix issues that arise.
- Other duties as assigned.

Required Qualifications & Skills:

- Strong interpersonal skills, ability to work independently, highly organized, detail oriented and ability to remain calm under pressure.
- Experience with providing customer service.
- Available to work nights and weekends.
- Experience with Microsoft Office software.
- 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.
- 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.
- 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 in a supervisory role.
- Experience with Patron Manager ticketing software.