

ALASKA CENTER FOR THE PERFORMING ARTS
JOB DESCRIPTION

Title:	BOX OFFICE MANAGER		
Salary Grade	8 (Commensurate with experience)		
Schedule:	M-F, 8am to 5pm with occasional evenings & weekends		
Full Time: <input checked="" type="checkbox"/>	Exempt: <input checked="" type="checkbox"/>	Department:	Ticket Office
Reports to:	Director of Ticketing	Supervises:	Box Office Staff

SUMMARY

The Box Office Manager is responsible for cultivating a positive work environment, advancing superior customer service, managing all onsite window and call center operations, staffing regular and extended event ticket office hours of operation, supervising ticket office staff and supporting the Director of Ticketing.

RESPONSIBILITIES AND DUTIES

1.0 Manage Box Office Operations

- 1.1 Foster positive relations with event presenters and the general public
- 1.2 Develop, implement and enforce ticketing policies and procedures
- 1.3 Maintain events on computerized ticketing system
- 1.4 Reconcile daily box office sales and prepare daily deposits and reports
- 1.5 Resolve client and customer challenges
- 1.6 Serve as accessibility contact for the ticket office
- 1.7 Troubleshoot technical issues
- 1.8 Monitor and implement current industry trends, evolving technologies and best practices

2.0 Supervise Ticket Office Staff

- 2.1 Train, supervise and support assistant box office managers and ticketing staff
- 2.2 Interview ticket office applicants and make recommendations about hiring
- 2.3 Assist Director of Ticketing with annual staff evaluations
- 2.4 Maintain appropriate staffing levels for both day and evening operation of the ticket offices
- 2.5 Produce and maintain ticketing policy and procedure documentation for staff

3.0 Support Event Presenters

- 3.1 Assist event presenters through ticketing setup process
- 3.2 Coordinate subscription processes for event presenters
- 3.3 Coordinate day of show needs for off-site event presenters
- 3.4 Prepare and distribute box office event settlement reports

4.0 Other Duties as Required

- 4.1 Work a flexible shift including nights and weekends
- 4.2 Attend regular meetings
- 4.3 Lead periodic ticket department meetings
- 4.4 Occasional travel out of state for training

Accepted by: _____
Box Office Manager

Date: _____

Accepted by: _____
President

Date: _____

ALASKA CENTER FOR THE PERFORMING ARTS
POSITION SPECIFICATIONS

JOB TITLE: Box Office Manager
GRADE: 8

Enthusiasm for the performing arts
Strong customer service background
Bachelor's degree preferred (or equivalent work experience)
5 or more years of experience in a ticket office environment
3 or more years of experience supervising a crew of 10 or more staff preferred

Desire to inspire and lead a dynamic team of full and part time staff
Possess good judgment and excellent problem solving skills
Thorough understanding of ticketing functions, responsibilities and technologies; especially Accesso ShoWare
Ability to develop and implement new procedures and policies
Strong time management skills with an ability to prioritize tasks identify critical issues and work towards results
Excellent verbal and written skills in order to communicate courteously and effectively with patrons
Eagerness to take on new responsibilities
Working knowledge of Microsoft Office 365 suite especially Excel & Word
Working knowledge of basic accounting math
Ability to work in a Windows 10 environment

PHYSICAL DEMANDS OF POSITION:

Stand, sit, stoop, walk and climb stairs
Lift or move 25 lbs.; occasionally moves 50 lbs

WORK ENVIRONMENT:

Usual office surroundings
Occasional travel to outside locations

Reasonable accommodation will be explored to enable persons with disabilities to perform essential functions of the job.

APPEARANCE AND DRESS:

Appropriate to the work situation.

THE ALASKA CENTER FOR THE PERFORMING ARTS IS AN EQUAL OPPORTUNITY EMPLOYER