



FULL-TIME BOX OFFICE MANAGER

GableStage Theatre Company is seeking a Box Office Manager to handle all the day-to-day operations of the Box Office including ticket and subscription sales.

Manager's Hours: M-F, 10am-6pm + during performances weeks, work 2 performances per week

Box Office Hours (non-performance weeks): 12pm-5pm / T-F

Performance Schedule: Wednesdays @ 2pm & 7pm, Thursdays @ 8pm, Fridays @ 8pm, Saturdays @ 2pm (Closing Weekend Only) & 8pm, and Sunday @ 2pm. Added performances and performance changes based on productions.

Overall Responsibilities:

- Manages the Box Office team (two box office associates) including hiring and training of all Box Office personnel.
- Fulfill all ticket requests including subscriber tickets and benefits, complimentary tickets, and single ticket sales for all GableStage Theatre Events, including fundraisers.
- Resolve patron issues promptly and effectively.
- Be the eyes and ears of the theatre concerning patron response, concerns, and ideas
- Build all ticketed events, theatre seasons, and subscription packages in software: Ovation Tix.
- Manage "will call" / patron check-in for performances.
- Create, adhere to and manage Box Office Budget.
- Collaborate with Front of House and Stage Management Staff to ensure a timely and enjoyable experience for patrons.



- Clearly communicate information about performances, organization, community and mission of the company to patrons, stakeholders and other entities.
- Work with marketing to strategize call campaigns throughout the seasons by organizing and making outbound calls to patrons.
- Manage and maintain ticketing database (inputting new profiles, deletion of unusable profiles, tagging profiles correctly, adding profile pictures, etc.)
- Produce accurate reports for the Business Manager, Marketing Manager, Advancement Director and Producing Artistic Director as needed.
- Produce Daily Sales Report for Board of Trustees and Staff Members.
- Strategize group sales and lead Group Sales Manager with sales plan and monitor progress.
- Process and record all donations and gift certificate purchases.
- Keep the box office clean and organized.
- Read all the plays of the season and be an advocate for the work.
- View dress rehearsals for all productions in advance of opening weekend.
- Attend weekly staff and marketing meetings and other meetings as needed.
- Prepare daily bank deposits.
- Make weekly bank deposits.
- Print donation thank you letters on a weekly basis.
- Handle cash and credit card transactions efficiently with discretion and fastidious attention to detail and the security of confidential information.
- Oversee the distribution of ticket vouchers and tracking redemption.
- Comply with dress code for performances.
- Become acquainted and knowledgeable of patrons, donors, trustees and stakeholders



- Manage ticketing for streaming and online classes and events
- Enforce, review and set box office policies

QUALIFICATIONS

Skills

- Exceptional conversation and customer service skills.
- A warm and approachable attitude.
- A genuine interest in the arts and knowledge of live theater
- Enjoy speaking with and helping the general public
- Natural curiosity in how things work
- Able to work efficiently and calmly in a fast paced environment
- Ability to multi-function/prioritize and keep busy at all times
- Ability to focus on details and work with numbers
- A team player, willing to help in any tasks needed
- Energetic, enthusiastic and always willing to help the theatre grow
- Working knowledge of Microsoft Office and exceptional knowledge of Excel.
- Experience with ticketing software preferred.
- The ability to multitask and prioritize effectively in a frequently flexible and fast-paced environment.
- Sharp discernment and problem solving skills.

Experience

- Previous customer service or box office experience preferred.
- Previous sales experience necessary.
- Previous management experience required.
- Associate's Degree or higher preferred.
- Tech savvy



Salary

- \$60,000 - \$65,000 based on experience.

Interested candidates should email a resume to Katie Ellison, Director of Operations at kellison@gablestage.org . No phone calls, please.