



## **JOB DESCRIPTION**

TITLE:	Assistant Box Office Manager
REPORTS TO:	Box Office Manager
SUPERVISES:	None
SCHEDULE:	Variable, includes Night & Weekends
EMPLOYMENT TYPE:	Full-time, \$21-\$23 per hour, Non-Exempt
DATE REVIEWED:	11/15/23

## **POSITION OVERVIEW**

As the primary point of contact for our patrons, the Assistant Box Office Manager, in partnership with the Box Office Manager, is responsible for managing box office operations and ensuring a welcoming, friendly and professional environment for our patrons, performers, teachers, staff, and volunteers. The Assistant Box Office Manager efficiently completes in person, phone and mail ticket orders for our patrons, helps to build ticketed performances in Tessitura, oversees box office operations when the Box Office Manager is not present, and ensures that Customer Service Issues are addressed timely and resolved satisfactorily.

## **RESPONSIBILITIES**

### **65% Box Office Operations**

- Greet patrons, field phone, email, and in-person inquiries
- Sell tickets and process donations via our ticketing platform, Tessitura, to customers either in-person, over the phone, or who have sent in mail orders
- Complete ticket refunds, donations, and exchanges, tracking all such requests using the CSI (Customer Service Issue) system within Tessitura
- Complete student registration for classes and workshops offered by the Freight & Salvage
- Count cash receipts and complete cash reports, submitting them to our Finance Department daily
- Make bank deposits as necessary
- Provide support to Event and Operations Managers before, during, and after shows, including timely and accurate Tessitura reports and ticket scanner troubleshooting
- Knowledgeable about selected event marketing and donor pre-sale strategies
- Assist our Marketing team with updating our marquee if needed

### **25% Box Office Management**

- Supervise the Box Office operations when the Box Office Manager is not present
- Provide support and Tessitura expertise to Box Office staff for customer questions or technical issues which arise on daily basis
- In conjunction with Box Office Manager, build and perform maintenance on ticketed events in Tessitura and TNEW (e-commerce website)
- Other duties and special projects as assigned by Box Office Manager

## 10% Organizational Engagement

- Attend and participate in weekly all-staff and monthly Box Office team meetings
- Identify, propose, and participate in professional development opportunities

*DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.*

## SKILLS, KNOWLEDGE & ABILITIES

### Required

- Minimum three (2) years' customer service experience, preferably in non-profit arts or live entertainment
- Experience with Tessitura or equivalent Customer Relationship Management software
- Ability to contribute to a welcoming, friendly, patient and professional atmosphere
- Ability to perform multiple assignments simultaneously while prioritizing tasks with competing deadlines and under minimal supervision
- Initiative and ability to work both independently and as part of the Box Office team to achieve department and organizational objectives
- Excellent written and verbal communication skills required
- Ability to operate standard office equipment and keyboards
- Strong attention to detail
- Background check required

### Preferred/Desirable

- Prior staff supervisory experience
- Understanding of cash controls and payment processing techniques
- Proficiency with Macs, Microsoft Office, and Google software
- Experience, appreciation, or familiarity with performing artists and traditional music
- Demonstrated commitment to valuing diversity and contributing to an inclusive and learning environment
- Occasional overtime

## EQUAL OPPORTUNITY EMPLOYER STATEMENT

The Freight and Salvage is an equal opportunity employer committed to providing equal opportunity to its employees and applicants for employment without discrimination on the basis of race, religion, gender identity or expression, sexual orientation, age, disability, or any other reason unrelated to ability to perform the position. This policy applies to every aspect of employment, including but not limited to hiring, advancement, transfer, demotion, termination, compensation, benefit, training and working conditions.

## TO APPLY

Please submit a resume and cover letter to Jessica Pusateri (Director of Patron Services) at [jessica@freightandsalvage.org](mailto:jessica@freightandsalvage.org). Applicant materials will be reviewed on a rolling basis until a candidate is selected.