

BOX OFFICE MANAGER

Individual will report to Atlas Performing Arts Center's Director of Operations

Status: Full-time (exempt)

Job Summary: The Box Office Manager is a senior member of the Operations Department and is responsible for supervising all aspects of the Box Office

Direct Reports: Box Office Associates (Part-Time) and Receptionists (Part-Time)

Essential Duties:

- Create and maintain department budgets in coordination with the Director of Operations
- Hire, train, schedule, and supervise Box Office personnel
- Work with internal and external stakeholders to meet or exceed sales goals while upholding the highest standards in professionalism
- Oversee and manage all Box Office systems including ticketing and CRM systems. Experience with Patron Manager / Salesforce preferred but not required
- Manage the internal and external use of third party ticket sellers such as GoldStar
- Report box office sales to internal and external stakeholders
- Organize weekly Box Office Meetings as required to successfully advance each production
- Attend weekly Operations Department meetings
- Support fellow team members in their duties as necessary to ensure a seamless and professional experience for both internal and external clients
- Support a safe and healthy workplace by assisting the Director of Operations with their duties as safety officer

Qualifications:

Bachelor of Arts or equivalent. Minimum three years of experience as a Box Office Manager or member of a Box Office team in a high volume ticket office. Multi-venue facility preferred but not required. Experience managing teams of people and inventory items. Ability to work nights and weekends as required. Ability to work well with a team. Ability to troubleshoot and solve problems effectively. Ability to multi-task under time constraints and effectively lead staff. Excellent financial, administrative, and organizational skills. Excellent computer skills with knowledge of industry-specific software. Excellent people skills in a customer service environment. Ability to operate in a flexible manner and adapt to changing circumstances. Trustworthy and Dependable

Benefits: Health insurance, dental insurance, paid vacation, retirement, holiday, personal days and sick leave.

Salary: Competitive, depends on experience.

To apply:

The Atlas Performing Arts Center is an equal opportunity employer. We welcome applications from all qualified candidates. Interested candidates should submit a cover letter, resume, three professional references, salary history and requirements to: humanresources@atlasarts.org.

