

POSITION: BOX OFFICE MANAGER (Full Time)
REPORTS TO: Patron Relations Manager
FSLA: Exempt
UPDATED: May 2018

Posted: June 5, 2018

Apply By: 5:00 P.M. June 18, 2108

Please send cover letter and resume to: Careers@PabloCenter.org

JOB SUMMARY:

The box office manager is responsible for overseeing box office operations and staff, as well as providing comprehensive database support within Patron Manager. This position manages and motivates all box office attendants and volunteers during events. Additionally, and most importantly, the Box Office Manager ensures that the box office experience of each patron is exceptionally enjoyable. This position reports to the Patron Relations Manager.

This position is a unique opportunity to be part of the ground floor team and will include projects and tasks spanning varying departments and areas. The duties are broad, and often of a complex and confidential nature. Must perform all tasks with a wide latitude for exercising discretion and judgment. This position requires ample experience managing confidential matters and a comfort level with interfacing professionally and preparedly with staff, board members, and community stakeholders.

Schedule will flex between daytime, evening and weekend hours depending on the events schedule, generally with a majority of hours on nights and weekends. Salary range of \$30,000 - \$32,500 and/or commensurate with experience.

Duties:

- Ensuring that every interaction a patron has with Pablo Center box office is positive and memorable
- Enforcing policies and procedures as outlined in the employee handbook.
- Identifying, recommending and implementing system improvements.
- Encouraging a kind, collaborative, creative, and energetic work culture.
- Working with Patron Relations Manager in identifying and screening box office staff and volunteers.
- Overseeing employees, as dictated by the organizational chart.
- Acting as box office supervisor for the majority of events.
- Scheduling and training box office attendants and volunteers for events.
- Maintaining event ticket inventory, including all comps and holds for live events.
- Purchasing and stocking of necessary supplies.
- Counting and closing out daily cash and sales.
- Working with stakeholders to ensure they are properly trained on Patron Manager functionality.
- Educating guests, team and community members about our purpose, philosophy, and vision.
- Becoming a fully certified administrator of Patron Manager within three months of hire.
- Building and maintaining events in Patron Manager to ensure timely, successful sales.
- Generating show audits, method of payment forms and other post-show reports needed for show settlement and record-keeping.

- Assisting the Patron Relations Manager and Executive Director in providing service to Pablo Center donors, ensuring up-to-date donor information within the system, and processing memberships.

Additional Responsibilities

- Attending and actively participating in staff meetings.
- Updating job knowledge by participating in educational opportunities/professional development.
- Key holding.
- Cash handling.
- Performing other related duties as assigned.

PREFERRED SKILLS:

- Bachelor's or Associate's Degree.
- Previous experience working in an arts center and/or non-profit organization.
- Experience successfully managing staff.
- A minimum of three years of work experience in related field.

REQUIRED SKILLS:

- Proven track record of self-starting, with an emphasis on creating or streamlining systems for maximum efficiency.
- Highly professional demeanor with a growth mindset.
- Must possess excellent oral, written communication and presentation skills, with a focus on a high degree of tact and professionalism in representing Pablo Center at all times.
- Willingness to support internal and external stakeholders with flexibility, collaboration and positivity.
- Must be able to anticipate project needs, discern work priorities and meet deadlines with little supervision.
- Must be willing to work flexible schedule, including evenings and weekends.
- Excellent interpersonal skills including the ability to build rapport both in person, via email and by phone, with high professionalism.
- Detail-oriented, organized and able to manage multiple daily priorities.
- Ability to manage multiple projects and work assignments concurrently.
- Ability to work effectively under pressure and with deadlines.
- Proficient in Microsoft Office, experience with Adobe Acrobat Pro and database software.
- Ability to work well in a collaborative environment with a team mindset.
- High degree of positivity and team attitude especially when managing multiple projects and priorities.
- Ability to work on tight deadlines.
- Demonstrated curiosity and willingness to learn new skills.

BENEFITS: Eligible for all standard benefits available to other full-time employees.