

## **BOX OFFICE MANAGER**

Oversee the overall day-to-day operations of the box office, including daily ticket sales and scheduling student staff for weekly and showtime shifts. The Box Office Manager will ensure hospitable, smooth, and efficient operation of the Box Office. This role is highly visible and interacts with stage managers, faculty, staff, guest artists, student communication staff, and the Whitman community. Leads by example at all times and provides the highest level of customer service to all student box office staff, department faculty and staff, customers, and guests.

### **Responsibilities**

- Programming and monitoring the Audience View ticketing system and ticket sales marketing
- Supervise, train and direct box office student employees
- Oversee the daily, weekly, monthly, and yearly sales of tickets, entering and submitting data as required
- Develop and maintain documentation and archives to include forms and training material on Box Office policies and procedures
- Work closely with department administrator, department management and/or accounting on executing proper cash handling and cash control procedures
- Assist in hiring, conduct all training, scheduling and supervision of ticket office student staff and student volunteers
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and train all Box Office personnel in customer service standards
- Provide rapid response for critical issues
- Organize and oversee Walla Walla and Whitman community postering
- Maintain student box office staff information sheet
- Manage showtime employee schedule
- Manage box office phone voice mail messages and manage customer service call log

### **Additional Responsibilities (could be a separate position)**

- Manage daily cash and debit deposits
- Reconcile ticket sales with any deposits received and submit to the Business Office for review
- Review departmental purchases and sort them to their designated budgets
- Keep track of all production purchases and sort them by production.
- Keep track of the total purchases for each show to be used for budget calculations in the future

### **Participation**

- Be present and on time for any regularly scheduled shifts
- Time outside of regular shifts as needed
- Availability and dependability to respond rapidly to urgent situations outside of work hours
- Maintain an organized self-managed work schedule
- This position requires the ability to accommodate a flexible schedule, including evenings, weekends, and limited time during breaks, holidays, and summer as well as being able to perform in a fast-paced, dynamic work environment

Any release from these assigned tasks must be approved by the faculty advisor in advance.