



PACIFIC CONSERVATORY THEATRE

## Job Description

**Position:** Box Office Manager  
**Department:** Administration  
**Reports to:** Director of Marketing  
**Pay Rate:** \$24/hour  
**Status:** Full-time

The Box Office Manager is responsible for the overall operation of PCPA's box offices and the ticketing system. An essential part of this position is to demonstrate a thorough understanding of the complexities of live theatre and audience response to each production. This position is a vital communication link between the company and the public at large and must demonstrate superior inter-personal skills with the ability to project a courteous and professional manner.

The following positions report to the Box Office Manager: Box Office Supervisors, Box Office Deposit Clerk/Group Sales Ticket Coordinator, Assistant Box Office Supervisor, Box Office Customer Service Representatives.

At PCPA we believe that diversity makes us stronger, enriches our art, and is a source of joy. We believe that our understanding of the principles of Equity, Diversity, and Inclusion must continually grow and be actively practiced in our behavior and relationships. We will maintain a safe and welcoming working environment, free from any aggressions, and will interrupt behaviors that hinder our efforts to create an equitable, diverse and inclusive environment. We will make space for open communication that enhances relationships with all staff and community members, particularly those belonging to historically marginalized groups. PCPA is committed to anti-racism and prohibits discrimination against anyone based on factors including, but not limited to: race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability (physical or mental), or socioeconomic standing. We commit to serving our community by inspiring our current audience, cultivating our future audience, and preparing the next generation of theatre professionals.

### Example of Duties:

#### Sales

- Ensures that all box office staff communicates effectively in a courteous and helpful manner, with a genuine desire to provide good customer service.
- Directs box office staff in handling of customer service issues and responds in a timely and courteous manner to resolution of severe or chronic customer service issues.
- Reviews and signs-off daily deposits prepared by Deposit Clerk and/or Assistant Box Office

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Manager.

- Assure the proper accounting of all money and tickets for events.
- Ensure staff are following security and credit card standards when processing credit card sales.
- Approve refund requests, checking for accuracy.
- Prepares weekly Spektrix sales reports and distributes to management
- Provides subscription, seasonal, comparative sales reports and any other box office reports as needed including patron analysis reports to PCPA Marketing, Development and Leadership.
- Along with Group Sales Coordinator, monitors holds and payments for group sales and releases holds for nonpayment. Determines due dates for late group sales bookings.
- Proofs brochures, advertisements and other copy for correct information concerning show schedules and box office policy and procedures.
- Serves as primary box office contact/liaison/support for other PCPA departments.
- Serves as point person for VIP tickets and facilitates promotional offers and staff/student/guest artist comp requests.
- Assists Director of Marketing and Development Department in audience development and patron journey strategies.
- Facilitate advance ticket sales for on-sale events and season subscriptions.
- Manages and tracks ticket inventory in Spektrix ticketing system. Communicates information to Director of Marketing and Box Office Staff.
- Prepares and executes lists for emailing information to patrons.
- Works in collaboration with House Manager to ensure smooth show operations and to track and report expected and actual attendance numbers.

### **Systems**

- Maintains on a daily, weekly, monthly and yearly basis PCPA's customer database and provides lists, labels and special reports as needed.
- Programs all performances and series events, houses, price keys, sources, etc. on the Spektrix ticketing system,
- Manages guaranteed subscriber seating, prepares, administers and programs all performances for the season for subscriptions and single tickets in the ticketing software
- Manages, administers and programs all events, special events and interplay performances in ticketing software
- Maintain payment gateways and work with service providers as needed to troubleshoot any issues.
- Serves as initial contact for outside events that require ticketing services.
- Serves as initial contact/researcher for new projects affecting the box office including marketing promotions.

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### **Administration**

- Reviews, develops, implements and maintains box office policies and procedures to produce a high level of customer service, including establishing and monitoring box office internal controls.
- With the assistance of the Box Office Supervisors, provides staff with training and keeps employees updated on box office and PCPA company policies and procedures.
- Conducts staff meetings, determines staffing needs
- In coordination with Human Resources, interviews prospective employees, evaluates employee performance and determines disciplinary actions; including employee termination, when needed.
- In coordination with Human Resources and the Box Office Supervisors, writes/places advertisements as needed for hiring staff to fill vacancies.
- Schedules box office staff.
- Reviews and submits payroll
- In collaboration with the Director of Marketing, creates and reviews the box office budget. Maintains expenses within budget.
- Initiates purchase request for box office supplies, equipment and forms.
- Attends EDI, sexual harassment, anti-bias, anti-racist, and other Human Resource training and workshops.
- Promotes a commitment to anti-racism, Equity, Diversity and Inclusion in all areas of PCPA.
- Works in a manner consistent with understanding and demonstrating inclusive behaviors; maintains a safe and welcoming working environment, free from any aggressions; and interrupts behaviors that hinder PCPA's equity, diversity and inclusion efforts.
- Disclaimer: This description reflects managements of essential functions, it does not proscribe or restrict the tasks that may be assigned by Director of Marketing

### **Qualifications:**

- Working knowledge of all aspects of the theatre process – production and technical, as well as performance is preferred.
- Demonstrated experience of excellent leadership skills.
- Excellent communication skills – written, oral, visual, and telephone.
- Strong analytical and problem-solving skills with a flexible mindset and attention to detail.
- Works on own initiative
- Collaborates effectively to achieve common goals, be a strong team player, have a can-do attitude, and to contribute positive energy, creativity and enthusiasm.
- Seeks innovative solutions to improve systems, processes and future planning
- Knowledge and usage of correct English grammar, spelling and punctuation.
- Ability to work productively under severe time pressures and meet deadlines.
- Demonstrated experience in excellent selling, customer service and problems solving abilities.

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- Thorough working knowledge of Spektrix and Dot Digital ticketing system preferred
- Demonstrated expert knowledge of ticketing system/software and bulk email software
- Proficiency with spreadsheet and word processing applications.
- AA required, Bachelor's Degree preferred, with 3-5 years' experience in a similar position.

**Other Requirements:**

- Possess a valid California Driver's License and have access to a vehicle for transportation to and from business related events.

**Work Conditions:**

- Ability to work in an environment where there are frequent interruptions.
- Duties are primarily performed in an office environment at a desk or computer terminal.
- Work requires travel to other offices or locations to attend meetings or conduct work.
- May also work evenings and weekends.

**Physical Demands:**

- Able to move up to 20 pounds.
- Typically remains in stationary position for extended periods of time.
- Operates a computer keyboard.
- Communicates over the telephone and in person.
- Regularly moves objects weighing up to 20 pounds.

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