

## **Job Description: Box Office Manager (FT year-round)**

### **Position Description**

Under the direction of the General Manager, the Box Office Manager is responsible for the management of the box office, operating the retail store (both physical and online) and maintaining the basic day to day functions of the administrative Office. This role is highly visible and interacts with vendors, patrons, donors, and community organizations.

### **Details**

#### **Box Office**

- Lead for all aspects of Box Office ticket sales
- Oversees all aspects of ticketing including, single ticket and group sales, complimentary tickets, gift certificates, BCO+ and Lawn Passes, etc
- Theater Manager (TM) ticketing software
  - Learn and implement all ticketing functions of TM software
  - Build performances in Theater Manager; prepare for on-sale
  - Seating chart management
  - Advise and assist with the implementation, reporting, and generating of event and patron reports
- Serve as the resolution contact for patron concerns/complaints and serve as the main customer service representative of Big Top
- Ensure the efficient and effective day to day operations of the Big Top Box Office
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and train all Box Office personnel in customer service standards
- Develop and maintain documentation and training material on Box Office policies and procedures
- Hire, train, schedule, supervise Box Office staff for Box Office and Venue Gate
- Manage shuttle reservation system/communication with 3rd Party Shuttle Service Provider staff (BART)
- Office/Box Office/Gate signage; ensure all signage is relevant and current
- Setup and take down of venue gate equipment and supplies

#### **Administrative Responsibilities**

- Manage Supply Inventories
  - General office supplies (paper, letterhead/envelopes, ink for all devices, etc...)
  - Box office supplies (ticket stock, envelopes, inserts, various cards, etc...)
  - Responsible for cleanliness, upkeep, stocking and reporting repair needs
- Office and Box Office equipment management
  - Equipment contract maintenance; repairs
- Office mail (incoming/outgoing)
- Telephone system functions
  - Phone system management
  - VM Greeting updates; ensure all messaging is relevant and current
- Assist General Manager, Executive Director and Board of Directors as needed

### Retail Store

- Maintain the Bayfield retail gift shop year round
- Ensure the retail store is clean, organized and presentable to visitors
- Oversee pricing and inventory control
- Report on inventory sales and restocking needs
- Monitor online retail store and process web orders
- Remain knowledgeable of current retail markets

### Requirements

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- Must be at least 18 years of age
- Valid Driver's License
- Must pass a background check
- Customer service experience
- Cash and credit card transaction processing experience
- Excellent written and verbal communication skills
- Organization skills are a must
- Candidate should be able to successfully handle multiple priorities in sometimes high stress situations
- Weekend and evening availability; as needed

### Preferred Qualifications

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- Minimum of three years of box office or office management experience is preferred
- Retail experience is a plus
- Previous management experience is a plus
- Theater and donor management software experience

### Apply

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Applicants should submit their resume and letter of interest with salary requirements to the address below or submit electronically to [kristen@bigtop.org](mailto:kristen@bigtop.org).

Lake Superior Big Top Chautauqua  
101 W. Bayfield Street  
PO Box 455  
Washburn, WI 54891

Applications will be accepted until the position is filled.