



Lakewood Playhouse

Job Title:	Box Office Manager	Pay Type:	Hourly
Reports To:	Managing Director	Pay Rate:	14.50
Supervises:	Box Office Assistants / Interns	Supervises QTY:	0-6
Location:	5729 Lakewood Towne Center Blvd SW, Lakewood, WA 98499	Position Type:	Part-Time
HR Contact:	James Venturini	Date Posted:	
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	
External Posting URL:	www.lakewoodplayhouse.org/		
Applications Accepted By:			
EMAIL: INFO@LAKEWOODPLAYHOUSE.ORG			
Subject Line: Box Office Manager Position Include Cover Letter, Resume, and three references (two (2) professional and one (1) personal)			
Job Description			
PURPOSE The Box Office Manager (BOM) oversees the overall day-to-day operations of the Front of House from the daily sales to scheduling of Box Office assistants, House Managers, and volunteer Ushers for daytime and evening operations. The BOM will ensure a hospitable, smooth, and efficient operation. The BOM is responsible for programming and monitoring the WinTix/WebTix ticketing system from Centerstage Software, tracking daily sales and preparing deposits, ticket account management and fulfillment, supervising and directing Box Office Assistants and House Managers, and procuring and stocking concessions. This role is highly visible and interacts with sponsors, vendors, patrons, and community artists, and leads by example at all times and provides the highest level of customer service to all guests, vendors, and patrons.			
ROLE AND RESPONSIBILITIES <ul style="list-style-type: none">• Work with key clients to set up events, maintain seating manifests, maintain financial records, and manage the preparation, presentation, and settlement of all event box office statements• Advise and assist with the implementation, reporting, and generating of event reports using the WinTix/WebTix ticketing system from Centerstage Software• Oversee the daily, weekly, monthly, and yearly sales of tickets and enter and submit data as required• Reconcile any issues between ticket sales and the financial department including shortages or overages in cash drawers• Develop and maintain documentation and training material on Box Office policies and procedures• Work closely with Managing Director and Bookkeeper on executing proper cash handling and cash control procedures• Hire, train, schedule, and supervise Box Office staff; make sure that all staff is fully trained in handling customer issues and explaining policy regarding ticket sales• Ensure that Box Office hours have the appropriate worker coverage			

- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and train all Box Office personnel in customer service standards and how to review and manage incoming calls and distribute phone messages
- Supervise Facilities Manager
- Provide rapid response for critical issues
- Manage the Usher Log and Volunteer Log
- Ensure additional Front of House workers are scheduled for Performances including scheduling a House Manager and 1-5 ushers
- Procure and manage concessions stock, office supplies, and cleaning supplies
- Provide regular and requested reports to the Managing Director and/or board as necessary
- Perform related duties as required

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- One to Three years Box Office experience
- Minimum of two years management experience strongly preferred
- Must be able to work well independently and to manage, train, and motivate others
- Excellent verbal and written communication and documentation skills required
- Candidate must be able to successfully handle multiple priorities in sometimes high stress situations
- Proficiency with Microsoft Office including Word, Excel, Outlook, PowerPoint and other Windows applications required
- Position requires the ability to accommodate a flexible schedule, including evenings, weekends, and holidays, as well as being able to perform in a fast paced, dynamic work environment
- Candidate should have cash handling experience and experience in scheduling staff members
- Candidate must also have the ability to work with the public and possess conflict resolution skills

PREFERRED SKILLS

- Knowledge of the WinTix/WebTix system is preferred
- Good problem solving and strategic thinking skills
- Ability to prioritize, identify critical issues and work towards results
- Ability to work with multiple patrons and vendors proactively and professionally

ADDITIONAL NOTES

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

