



POSITION: Box Office & Front of House Manager
DEPARTMENT: Box Office
REPORTS TO: Executive Director
FLSA STATUS: Salaried Exempt

Job Summary

The Miller Theater has an excellent and immediate opening for the Box Office Manager. This position oversees ticket sales and all aspects of box office operation and manages onsite during events.

Please send cover letter and resume to david@milleraugusta.com. No phone calls please.

Essential Duties and Responsibilities

- Directs and oversees the internal control of daily operations as outlined in the Miller Theater Box Office Manual
- Coordinates all event information between the promoter, facility personnel and the ticket company in a timely manner
- Works with event promoters and appropriate personnel to establish ticket pricing and seating configurations
- Builds and modifies all computer ticket events and issues computer access codes to facility management
- Coordinates with event promoters to establish the house scale for all ticket events
- Maintains communication with ticket company representatives for updates and/or revisions in computer operations
- Monitors daily ticket sales for all upcoming events and communicates information to the Executive Director and promoter representative(s)
- Prepares daily accurate inventory of all tickets distributed and available for sale
- Prepares and presents the final box office statement for settlement of each event
- Responds to customer complaints and service requests to maintain a positive rapport with the ticket buying public
- Establishes files on each event that consist of seats on-hold for the building and promoter, complimentary ticket vouchers, event audits and ticket inventory schedules
- Assists or sells tickets as needed
- Opens and/or closes ticket window as required
- Accurately dispenses tickets as requested by patrons; accepts payment and makes change accurately
- Maintains accurate count when selling hard tickets or accesses computer for count of computer printed tickets
- Maintains accurate record of tickets sold
- Fills reservations for seats by telephone or mail, handles Will-Call window according to procedures or other related duties as assigned by supervisor
- Demonstrates excellent customer service skills, responds promptly to customer needs, responds to requests for service and assistance, able to work independently and handle most box office questions without assistance.

Supervisory Responsibilities

Supervises, schedules, instructs, and trains box office staff/ticket sellers as to the proper selling procedures. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the Miller Theater's policies and applicable laws.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's Degree with a minimum of (3) three years directly related experience or equivalent education and experience is preferred.

Skills and Abilities

- Superior customer service and problem-solving skills required
- Knowledge and experience with financial procedures and managing statistics electronically
- Previous supervisor and leadership experience
- Advance computer skills including proficiency in Microsoft Office required. Experience with electronic ticketing systems preferred
- Must be able to work independently
- Ability to work irregular hours in addition to normal business hours as needed (nights and weekends)
- Excellent written and verbal skills, organizational ability, and interpersonal skills
- Ability to effectively supervise box office staff
- Ability to prioritize multiple projects
- Professional presentation, appearance and work ethic

Computer Skills

To perform this job successfully, an individual should have strong computer skills with ability to learn and master new applications.

Other Qualifications

May be required to work long or irregular hours, nights and weekends as needed.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Specific physical demands of this job include, occasional sitting, occasional standing, focusing on and operating a personal computer several times a day, the ability to read printed words and numbers in printed form and on computer/terminal monitor, communicating by telephone for up to 30 minutes at a time on a daily basis, stand several times a day for up to five minutes to operate photocopier, hearing sufficient to clearly hear voices, alarms, bells and horns, daily standing and walking for up to 3 hours at a time to move throughout the facility and service events and write using pen/pencil or personal computer keyboard for up to 30 minutes at a time on a daily basis.