Box Office Manager

Job Description:

The Box Office Manager oversees both long-term and day-to-day operations of the Box Office, and ensures a hospitable, smooth, and efficient operation. A crucial leader for Michigan Opera Theatre, the Box Office Manager is responsible for programming and monitoring all events in the Tessitura and Ticketmaster ticketing systems, tracking daily sales and deposits, executing and supervising account management and fulfillment, subscription processing and fulfillment, staff management and training, and CPI compliance. This role is highly visible and interacts with sponsors, vendors, clients, and rental clients, including Broadway in Detroit and special event rentals. The Box Office Manager always leads by example and provides the highest level of customer service to all guests, vendors, and clients.

Primary Responsibilities:

- Represent DOH/MOT as a helpful, cheerful, energetic, knowledgeable first point of contact for patrons, donors, board members, and the general public
- Oversee the Box Office staff by scheduling FT and PT employees, hiring and training all new Box Office employees and ensuring that all Box Office employees appropriately, accurately and consistently represent DOH/MOT in a professional manner in all communications both internally and externally
- Assures training for Box Office team in technology, program offerings, sales strategies and patron retention to support MOT program sales and rental show sales
- Manages complimentary ticket requests, coordination with community partners, donor ticket management, group sales, promo code management, and will call
- Develops the Box Office into an effective sales and promotion force by working with marketing to implement sales promotions, special season ticket packages, loyalty programs and other initiatives and overseeing promotional inventory management
- Recommend policies and procedures to support high levels of customer service, both internally and externally, by overseeing and resolving all ticketing customer services issues, and assisting in the establishment and enforcement of policies regarding ticket sales, exchanges, complimentary tickets, staff tickets, and gift certificates
- Oversee daily deposits and maintain strict oversight of cash handling and reporting to the DOH/MOT Finance Department, and reconciles any discrepancies daily
- Build, edit, and manage all events in all ticket sales platforms, including alternate revenue sources handled through ticketing platforms
- Create and distribute Box Office sales reports
- Participate in and manage night-of-show rotation
- Works closely with Box Office partners at Broadway in Detroit (BiD) to coordinate ticketing for BiD performances at the Detroit Opera House
- Works closely with Opera House event managers and rental clients to coordinate ticketing for rental events at the Detroit Opera House
• Produce settlement reports on night-of-show and end-of-run and be available to resolve questions with partners, promoters and rental clients
• Maintain high levels of customer service as well as continued maintenance and education on product to help meet budgeted goals
• Answer phones and manage the Box Office voicemail system
• Occasional telemarketing functions as necessary
• Responsible for sales, distribution, seating, and processing of tickets including singles and season subscriptions, flex passes, and memberships
• Manage patron complaints and concerns, assuring each patron a timely and thoughtful response. Maintain records of customer service issues and their resolution
• Manage all Box Office incoming and outgoing mailings, including tickets and season subscription packets

Qualifications:

• Minimum of 2 years Box Office management or equivalent experience
• Bachelor’s degree or equivalent combination of education and experience
• Proven history of high levels of customer service, to both internal and external constituents
• Must be able to work in a fast-paced environment providing a positive outlook
• Must enjoy working with the public
• Strong leadership, organizational, and problem-solving skills
• High-level knowledge of Tessitura preferred
• Knowledge of Ticketmaster preferred
• Proficient in Microsoft Office Suite
• Ability to work nights and weekends, congruent with a performing arts center’s performance schedule
• Cash-handling experience and abilities; highly accurate cash management skills required
• Prior knowledge of opera preferred

Note: The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Position Reports to: Director of Marketing and Communications
Classification status: Full-Time, Exempt
Last updated: 04/27/2021

Compensation:

Compensation is commensurate with the duties and responsibilities of this position.

Application Process:

To apply for this position in confidence, please send resume and cover letter to: employment@motopera.org. Applications may be addressed to Zach Suchanek, H.R. Assistant.

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