



OREGON COAST COUNCIL FOR THE ARTS

Job Description

Job Title: Box Office & Front of House Manager
Reports To: Executive Director
FLSA Status: Exempt – Full Time
Update: June, 2021

POSITION SUMMARY

The Box Office & Front of House Manager provides essential ticketing, box office and front of house services while coordinating all volunteers at the Newport Performing Arts Center. This position is responsible for maintaining and improving the daily operations of the box office and front of house including reporting and record keeping, volunteer development programs and customer service initiatives which provide a consistently superior patron experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensure effective and efficient day-to-day operation and performance of the box office
- Supervise all box office and front of house volunteers
- Provide essential training for all box office and front of house volunteers
- Ensure accurate and timely reporting of sales and cash reconciliations for daily operations and all ticketed events
- Help to maintain and improve customer service standards for the organization
- Reconcile ticket payments including cash and credit card systems, generating reports and resolve any conflicting transactions
- Provide expert customer service and conflict resolution to patrons in a manner that supports patron retention
- Provide leadership at events to ensure that the event starts on-time and the audience remains safe and supported throughout
- Schedule box office, concessions and front of house volunteers
- Build effective relationships within the organization as well as with outside vendors
- Work closely with Technical Director and Executive Director to ensure seamless operations within the performing arts center
- Maintain all seating charts, ensuring accuracy of seating configuration
- Foster and maintain strong working relationships between the PAC box office and the resident organizations
- Serve as primary liaison between the performing arts center and our patrons during events to diplomatically resolve patron issues
- Regularly monitor ticketing systems and equipment
- Track and reconcile concessions sales on an ongoing basis
- Make data-driven recommendations about ticket pricing and other operational needs to resident organizations and OCCA management
- Other duties as assigned

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

- 5 + years box office and ticketing experience
- House management and/or ushering experience
- 3 years supervisory, or equivalent experience
- Significant cash handling and sales experience

- Proven ability to train, lead and manage a team of diverse volunteers
- Superior customer service skills including comfort talking on the phone
- Computer aptitude, proficiency in Microsoft Office Suite, particularly in Excel

PREFERRED QUALIFICATIONS

- Familiarity and experience with Tix Event Management Software
- CPR/AED Trained
- Certificate or degree in Theatre Management or equivalent

LANGUAGE SKILLS

Ability to read, analyze and interpret technical procedures, business contracts and government regulations. Ability to respond effectively to sensitive inquiries and complaints. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from staff, customers and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, commissions, and percentages. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to define problems, collect data, establish facts and draw conclusions. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form and deal with abstract and concrete variables.

OTHER SKILLS AND ABILITIES

- Ability to be productive and calm under pressure
- Ability to work evenings, weekends and holidays as required
- Strong organizational and problem-solving skills
- Attention to detail
- Dependable and a self-starter
- Excellent verbal and written communication skills
- Ability to multi-task at a high level

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.*

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision. Ability to perform repetitive tasks such as stuffing envelopes and typing.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee occasionally may be exposed to outside weather conditions, which occasionally may include extreme cold or extreme wind and rain. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

This job description does not represent, nor is it intended to be a complete and exhaustive detailed list of all job duties and requirements. Other duties and responsibilities may be assigned and/or changed at the discretion of management, with or without advance notice.