



## Position Description

<b>Position Title:</b>	Box Office Manager	<b>Direct Reports:</b>	SMG Box Office Staff
<b>Department:</b>	Administrative	<b>Classification:</b>	Exempt
<b>Location:</b>	Grand Rapids, MI	<b>Approved Date:</b>	8/17/2017
<b>Reports To:</b>	Executive Director, GRB	<b>Revision Date:</b>	8/17/2017

### Position Summary:

To effectively manage all day to day operations of the Box Office, ensure that all revenue generating opportunities are maximized, and maintain the highest standards of customer care by dealing promptly and professionally with any and all ticketing requests.

### Essential Responsibilities:

1. Set up season, build shows, and manage ticket inventory and reconciliation for all performances. Build and proof events, packages, pricing, and special offers
2. Demonstrate excellent customer service and respond promptly to all customer inquiries with empathy and authority. Efficiently sell tickets to both external and internal customers in person, online or by telephone.
3. Create, complete, manage and communicate accurate and timely reports, including daily/weekly ticket counts and sales as needed.
4. Interact positively and communicate effectively internally with the marketing department, provide meaningful insight into audience characteristics so as to maximize revenue. Collect, maintain and convey customer data for more accurate market research.
5. Interact positively and communicate effectively internally with the development department, provide meaningful insight into our known patrons and donors characteristics so as to maximize contributions. Collect, maintain and convey customer data for more accurate patron progression.

### Non-Essential Responsibilities:

1. Other duties as assigned.

### Supervision Received:

Limited Direction: Works from overall policies, goals, and budgetary limits. Virtually self-supervising with direct accountability for final results.

### Supervisory Responsibilities:

Informal leadership: Determines work assignments, priorities, and procedures for team members. Responsible for assigning, scheduling, and ensuring the quality and quantity of work. May or may not approve time off and schedule adjustments. Provides training

### Education & Experience:

1. Bachelor of Arts degree
2. 2-3 Years experience using Ticketmaster
3. Driver's License

**Other Knowledge, Skills & Abilities:**

1. Detailed knowledge of Ticketmaster, TM One Event Base, Analytics, and Event Management Tool Applications, Word, and Excel.
2. Excellent interpersonal skills, particularly in dealing with the public, are required. Strong verbal and written communication skills are also required.
3. Strong decision-making and problem-solving skills when dealing with patron issues both in the office and at venues.
4. Effectively problem solves when issues or challenges arise in a positive and professional manner.
5. Responsible for accounting of all monies received, maintaining daily reconciliation report of all ticket sales

**Core Competencies:**

1. Customer Orientation: A desire to serve clients by focusing efforts on listening and responding effectively to customer questions, resolving customer problems to their satisfaction, and evaluating customer satisfaction.
2. Decision Making: Ability to select an effective course of action by understanding issues, comparing solutions and drawing conclusions to resolve problems.
3. Detail Oriented: Meticulous attention to all aspects of a situation or task and ensures accuracy in documentation and data.
4. Management: Ability to achieve desired outcomes by organizing individuals and setting goals and priorities to deliver results.
5. Oral Communication: Ability to actively engage in conversations to communicate with economy and clarity, clearly understand the message and intent, and receive and process feedback.
6. Written Communication: Ability to write letters, reports, articles , and e-mails using clear and concise vocabulary, style, grammar, and punctuation.

**Physical Requirements:**

Average Daily Physical Requirements	None	Less than 2 hours	2 to 5 hours	More than 5 hours
Work in stationary position				X
Move about work area		X		
Use hands/fingers to handle or feel				X
Reach with hands and arms		X		
Ascend/Descend (stairs/ladder/etc.)		X		
Bend, stoop, kneel, crouch, or crawl	X			
Communicate with various parties				X
Detect flavors or smells	X			
Move containers up to 30 pounds	X			
Visual acuity				X
Read and understand written word				X
Drive/Travel		X		
Operate computer and general office machines				X

**Environmental Conditions:**

Average Daily Environmental Conditions	None	Less than 2 hours	2 to 5 hours	More than 5 hours
<b>Normal office environment:</b> No exposure to extreme heat, cold, noise or chemicals or hazardous equipment.			X	
<b>Plant environment:</b> exposure to dust, oil, various chemicals, and extreme noise.	X			
<b>Travel:</b> Limited exposure to outside elements.	X			
<b>Other:</b>				

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. The Company reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon the Company's at will employment status.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_