



Title: Box Office Manager **Division/Department:** Programming

Reporting To: Development Director

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Contract

Position Summary

The Box Office & Special Services Manager oversees all ticketing operations and box office functions at the Carolina Theatre at Belk Place. This role requires strong implementation and communication skills. The Box Office Manager must be able and willing to work independently as well as collaboratively with all departments.

Duties & Responsibilities

- Works with all departments to build out shows in Ticketmaster
- Ticketmaster super user
- Implements and maintains the Carolina Theatre ticketing system
- Serve as subject matter and chief data entry for Carolina Theatre CRM System
- Interfaces with Membership Coordinator on management of ticketing needs for VIP donors and members
- Works with ticketing organization, bookkeeper, promoter, and associated parties to account for all funds and inventory
- Works with all departments regarding data management and use of system
- Works with PR/Marketing Director to ensure copy, show descriptions, visuals, videos, and information are approved prior to on-sale dates
- Works with PR/Marketing, Programming Director and donor/sponsorship/membership/outreach staff to ensure giveaways are satisfied and accounted for
- Works with all internal programs to list events
- Responsible for hiring and scheduling box office staff
- Answers incoming box office calls
- Manage Membership Program including oversight on receivable dues, calendar for billing and reconciliation etc.
- Other duties as assigned

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Job Qualifications

- 3 - 5 years management experience, specifically within the theatre industry
- Bachelor's Degree preferred
- Strong sense of project management and organizational skills
- Strong leadership skills
- Comfortable learning new technology applications
- Responsive, service oriented work-style
- Ability to multi-task, work under pressure and maintain deadlines
- Ability to work independently as well as part of a team
- Strong communication skills with clients, employees, management, and contractors
- Ability to work flexible hours, including nights, weekends and holidays
- Must be able to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl
- Ability to perform strenuous, manual labor work over long periods of time, including, but not limited to, general lifting up to an estimated 40 - 50 pounds and loading, unloading, carrying and other heavy labor tasks at and around Foundation properties
- General ability to perform the essential functions and overall physical and mental requirements of this position, including stamina to perform tasks over extended periods and ability to occasionally move about to accomplish tasks or move from one worksite and/or workstation to another.