

Assistant Manager of Patron Sales and Service

Position Summary

The Assistant Manager of Patron Sales and Service (or Assistant Box Office Manager) is an integral member of the box office management team. This role works closely with the Manager of Patron Sales and Service to support a vision of excellent customer service by setting the tone for a box office work culture of professionalism and teamwork. The Assistant Box Office Manager drives the hiring and training processes for new hires. In addition, this role works closely with the Finance department to ensure compliance with best practices and accurate sales transactions.

Work schedule is flexible and includes regular night and weekend shifts. While the bulk of the week is spent in the office during regular business hours, event shifts are required as well. This helps ensure accessibility to other administrative teams while staying abreast of patron experiences and happenings at events.

Overview of Job Responsibilities

Box Office Management

- Lead the hiring and onboarding processes of box office team members. Provide hiring recommendations. Develop and lead a comprehensive training program and evaluation, providing guidance to team members throughout the training period.
- Enforce policies and procedures in pursuit of excellent and efficient customer service throughout the patron sales experience.

Financial Responsibilities and Reporting

- Coordinate with Finance to ensure that all payments are properly processed and adjusted as needed.
- Ensure impeccable box office cash handling practices throughout the box office, maintaining accurate documentation of discrepancies and providing staff training.

Customer Service, Internal & External

- Monitor Box Office team's in-person and telephone interactions to ensure excellent customer service. Efficiently and professionally resolve escalated patron calls when needed.
- Drive effective and consistent communication within the box office to ensure staff are staying current on programs, offerings, and policy & procedures.

Ticketing Fulfillment

- Oversee the accurate and efficient fulfillment of all in-person, mail, web, or telephone ticket orders on an on-going basis.
- Lead the box office organization and readiness efforts during the subscription sales period, from sale to fulfillment. Provide staff training, ensure quality and consistency of data, and oversee the timely and accurate order processing.

Ticketing Database Operations (Tessitura)

- Operate as a Tessitura power user, mastering its ticketing functions in support of maximizing earned revenue potential.
- Support the establishment and maintenance of backend ticket pricing setup.

All other duties as assigned.

Reporting Responsibility:

Manager of Patron Sales and Service

Supervisory Responsibility

Serve as secondary supervisor to:

- Lead Ticketing Supervisor(s)
- Ticketing Specialists

Personal Attributes and Competencies

- High energy with a positive attitude and ability to provide impeccable customer service.
- Strong leadership and management skills with a proven record of achieving goals and project management.
- Sensitive to the needs of individuals and able to maneuver within multiple departments and with patrons from all backgrounds.
- Ability to work well under pressure; persistence, perseverance, tenacity, integrity and patience.
- Work independently and within team settings.
- Technologically savvy: Microsoft Office, Outlook, and CRM database are used heavily within this position. Knowledge of Tessitura and/or classical music a plus.

***The essential duties for this position require in-person interaction with staff, musicians and/or guest artists. Therefore, in alignment with the DSO's COVID-19 safety policy, full vaccination for COVID-19 is required for employee's working in this position.**