



Manager of Box Office Operations

The Organization

The internationally acclaimed Detroit Symphony Orchestra, the fourth-oldest symphony orchestra in the United States, is known for trailblazing performances, visionary maestros, and collaborations with the world's foremost musical artists. The DSO offers a year-round performance schedule that includes classical, pops, jazz, young people's concerts and festivals. The DSO makes its home in historic Orchestra Hall, one of America's most acoustically perfect concert halls, and actively pursues a mission to impact and serve the community through music. For more information visit www.dso.org.

Position Summary

The Manager of Box Office Operations oversees all aspects of ticketing operations to ensure a seamless patron experience. The Manager serves an essential role as part of the DSO's Tessitura Power Users Group (TPUG) and drives the direction for ticketing, performance set up and implementation. This role also develops and carries out a vision of excellence for systems training, data integrity, reporting, organizational procedures and operational efficiencies that help drive revenue.

The Box Office hours of operation are Monday – Friday from 9:00-5:00 and two hours prior to performances. While the bulk of the week is spent in the office during regular business hours, the schedule is flexible and includes regular evening and weekend concert shifts.

Overview of Job Responsibilities

- Ensure the successful performance of box office team during business hours, as well as during more than 200 DSO concerts and events annually.
- Assist with onboarding through Tessitura and phone system training as well as continuous training to ensure implementation of best practices.
- Maintain a polished and professional presentation of the physical spaces we operate within. Ensure adequate levels of materials and order supplies as needed.
- Monitor Box Office team member's telephone interactions by carefully checking and analyzing call reports.
- Drive effective and consistent communication between box office team and IT department to stay current on system updates, policy & procedures, and data security to successfully communicate between teams.
- Serve as the Box Office liaison to the Finance department ensuring consistent cash handling procedures, financial reconciliation and transactions.
- Ensure that organizational policies are followed.
- Oversee the accurate and efficient fulfillment of all in-person, mail, web, or telephone ticket orders on an on-going basis.
- Serve as a member of the DSO's "Rollover Team" to ensure box office organization and readiness throughout the renewal and acquisition process, from sale to fulfillment.



- Ensure all payments are accurately and timely processed and all team members adhere to proper cash handling processes.
- Serve as an essential member of the Tessitura Power Users Group (TPUG) to represent all Box Office functions in support of maximizing efficiency and revenue potential.
- Oversee the establishment and maintenance of backend event and ticket pricing setup.

All other duties as assigned.

Supervisory Responsibility

Serve as direct supervisor to:

- Assistant Manager of Tessitura and Ticketing
- DSO Interns (*as applicable*)

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.

Reports To

Director of Marketing and Audience Development

***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.**