



GENERAL SUMMARY:

The Box Office Assistant Manager acts as an integral member of the organization by providing leadership and expertise in database management, online sales technologies of ticketing operations, marketing support, and customer service. This position assists the Box Office Manager in training the Box Office staff, and may act in a managerial capacity when the Box Office Manager is unavailable.

SPECIFIC ROLES AND RESPONSIBILITIES:

Ticketing System & Data Management

- Manage the building and administration of events in Tessitura including seating charts, price tables, holds/kills, discounts, etc.
- Manage and fine tune Tessitura Network Express Web ticketing functionality
- Serve as primary contact with Tessitura RAMP hosting team
- Manage/co-manage the planning and implementation of pricing and scaling structures for subscription, single ticket sales and special offers
- Manage data hygiene for CRM database
- Manage financial reconciliation for all box office transactions, preparing box office statements and event reconciliation reports; verify the end-of-run summary of receipts
- Support the marketing team with input and tracking of sales data, and marketing initiatives
- Implement and manage ticket scanning technology

Customer Service & Sales

- Resolve ticketing issues and respond to customer inquiries with empathy and authority
- Provide sales support at the window and via phones; promote positive patron, staff, and client relations
- Be a source of accurate information on all Spokane Symphony and Fox Theater events
- Ensure accurate entry of transactions and handle on the spot issues to provide patron satisfaction
- Report any operational issues and unresolved complaints to the Box Office Manager
- Contact ticket holders regarding concert information
- Assist in subscription efforts to accurately take subscription orders and contact subscribers; assist with seating, printing, and assembly of ticket packages
- Balance sales at the end of each shift worked

Administrative

- Work with Box Office Manager to develop staff training program
- Contact for procedural questions from Box Office staff
- Recommend, implement and continually improve customer service policies and procedures
- Maintain a high level of confidentiality at all times
- Set up lobby tables with selling materials, pricing, seating charts for concerts, including off-site
- Proof-read materials as needed

REQUIREMENTS:

- 2 years experience in retail sales with customer service and P.O.S. software
- Ability to maintain accurate financial records, understand basic principles of accounting
- Accurate data entry and attention to detail
- Proven record of responsibility
- Ability to interact effectively with co-workers; listen, direct, resolve conflicts, and adapt to changing circumstances
- Proficient in MS Office; primarily Excel, Outlook, and Word
- High School Diploma or equivalent

PREFERRED QUALIFICATIONS:

- Ticketing software experience
- Experience in nonprofit organizations
- Knowledge of performing arts genres highly desirable
- Degree in a related field may substitute for some experience; educational background in business or marketing is helpful

ADDITIONAL FACTORS FOR SUCCESS:

- Outstanding verbal and written communication skills; ability to speak about the SSO and Fox in an articulate, compelling, and professional manner in one-on-one, group, and public settings
- Desire and demonstrated ability to identify and address personal knowledge gaps; to learn on the job; and to cultivate sources of knowledge, expertise, and skill
- Ability to understand and quickly adapt to new technology
- Ability and willingness to work in a very fast-paced environment and with extremely high productivity demands
- Self-Starter, Problem Solver and “Can-Do” attitude
- Must make decisions consistent with organizational policies and goals

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- Duties are primarily carried out in an office setting with direct public interaction and at concerts
- Noise levels may be high at times
- Light work; Frequent sitting or standing for long periods of time; May be required to lift up to 20 pounds
- Close visual acuity is required for performing activities such as preparing and analyzing data and viewing a computer terminal
- Off-site events may require personal travel within the greater Spokane region
- Position requires evening and weekend hours; schedule is determined a month in advance
- May be required to attend staff meetings or trainings outside of normal work schedule

COMPENSATION:

\$22.00/hour

Benefits include: health insurance for employee, generous time off policies, and 401K plan available after 1-year of service.