



Job Title: Box Office & Marketing Manager
Department: Theatre
Reports To: Director of Marketing and Booking
FLSA Status: Exempt

SUMMARY:

Oversees ticket sales and all aspects of box office operation for the ASM Global managed Orpheum Theatre, with support to Marketing.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Directs and oversees the internal control of daily box office operations.
- Works with event promoter and appropriate personnel to establish ticket pricing and seating configuration as needed.
- Gather all necessary ticketing setup information from promoters and/or tours and completes ticketing builds.
- Responsible for placing holds per promoter and/or tour specifications and maintaining oversight of inventory.
- Monitors daily ticket sales for all upcoming events and communicates information to the Orpheum team and promoter representative.
- Assist with implementation of marketing plans for upcoming events.
- Create selected marketing materials using Adobe Creative Suite.
- Contact for Group Sales Inquiries and Outreach.
- Create social media content and manage email marketing.
- Prepares and presents the final box office statement and audits to the ASM Wichita Finance Department for settlement of each event as needed.
- Establishes files on each event that consist of seats on-hold for the building and promoter, complimentary ticket vouchers, sightline holds, trouble holds, event audits and ticket inventory schedules.
- Coordinates promoter requests to utilize SMG-approved ticketing initiative such as Groupon, Vet Tix, etc and work with area businesses on ticketing as needed.
- Coordinates Producer Circle and other ticketing needs from the Orpheum Performing Arts Centre.
- Communicates need for ticket sellers to Select-A-Seat and supervises ticket sellers as to the proper selling procedures during events as needed.
- Prepares cash banks and opens Orpheum Theatre box office on event days and/or closes box office as required and creates bank deposits from daily sales.
- Maintains accurate record of daily balance of cash received, tickets sold and change bank/vault.
- Prepares and submits a daily report of business transactions to facility personnel.
- Assists or sells tickets as needed on event and non-event days.
- Demonstrates excellent customer service skills, responds promptly to customer needs, responds to requests for service and assistance, able to work independently and handle most office box questions without assistance.
- Regular attendance is an essential job function.
- Position requires the ability to work at all local ASM Global venues.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

Oversee part-time Select-A-Seat Box Office staff scheduled to work at the Orpheum on event days. Carries out supervisory responsibilities in accordance with ASM Global policies and applicable laws.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree preferred.
- Minimum three (3) years of related experience or equivalent combinations of education and experience.
- Experience in accounting and customer service essential.
- Supervisory experience, preferred.
- Experience with Adobe Creative Suite.
- Experience working with ProVenue Ticketing system a plus.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent communication, problem solving and organizational skills.
- Demonstrated knowledge of accounting and financial procedures, including record keeping and reconciliation.
- Ability to analyze data and figures.
- Demonstrated knowledge of ticket selling/box office operations.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Ability to work with minimal supervision.
- Ability to work flexible hours based on events, including daytime, evening, weekends and holidays as needed.
- Must have professional attitude and appearance.
- Tact, diplomacy, and discretion required in all matters.

The company reserves the right to change or modify all job descriptions as needed. This description portrays in general terms the type and levels of work performed and is not intended to be all-inclusive or to represent specific duties of any one incumbent. The knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.

PHYSICAL DEMANDS:

This position requires sitting, stooping, finger dexterity, personal mobility for getting around the facility, and lifting up to 20 lbs. Must be able to use a computer, write, type; use phone and cell phone.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.