



Job Title: Box Office and Event Manager  
Department: Theatre  
Reports To: Theatre Director  
FLSA Status: Exempt

**SUMMARY:**

Oversees day of show ticket sales and all aspects of box office operation and provide event and operational support for the Orpheum Theatre. Assist with event marketing and promotional outreach as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Directs and oversees the internal control of daily box office operations as outlined in the Box Office Manual.
- Coordinates all ticketing information for facility personnel in a timely manner.
- Works with event promoters and appropriate personnel to establish ticket pricing and seating configuration as needed.
- Gather all necessary ticketing setup information from promoters and/or tours, completes ticketing build sheet, and submits for build.
- Responsible for placing holds per promoter and/or tour specifications and maintaining oversight of inventory, once event build is complete.
- Monitors daily ticket sales for all upcoming events and communicates information to the Director and promoter representative.
- Prepares and presents the final box office statement and audits to the 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 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 needs for ticket sellers 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 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.

- Assists Theatre Director as needed with hospitality, volunteer management, and operations as needed.
- Assist Director of Marketing and Booking with marketing plans for upcoming events including social media content and mass email marketing.
- Assist with promotional needs.
- Assist in coordinating housekeeping as directed.
- Assist with recruiting, on-boarding, training and scheduling volunteers as needed.
- Position requires the ability to work at all Legends Global venues in Wichita and Andover.
- Performs other duties as assigned by Theatre Director.

**SUPERVISORY RESPONSIBILITIES:**

Oversee part-time box office staff scheduled to work at the Orpheum on event days. Carries out supervisory responsibilities in accordance with Legends 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 is essential.
- Supervisory experience.
- 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.
- Knowledge of supervisory principles and practices.
- Ability to coordinate and schedule staff.
- 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:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

This position requires sitting, stooping, finger dexterity, personal mobility for getting around the theatre, and lifting up to 30 lbs. You must be able to use a computer, write, type; use phone and cell phone, and radio. Extensive walking.

**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.

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