# Box Office Manager

San Francisco Playhouse is the second-largest nonprofit theatre company in San Francisco. Having grown from storefront to 199-seat theatre in just 16 years, we are powered by a team of energetic and innovative theatre lovers. Founded in 2003 as a 501(c)3 not-for-profit theatre company, our programming includes a six-play mainstage season and a three-play Sandbox Series of world premieres, plus a Rising Star Education Program for high school students. Refer to our website, sfplayhouse.org, for more information on our company.

We are seeking a dedicated, dynamic, and experienced Box Office Manager to supervise all ticketing operations and report to the Patron Services Manager. This individual will serve as a primary contact with single ticket patrons, longtime subscribers, and loyal donors, and serve as the face of the San Francisco Playhouse for all Sandbox Series performances. Sandbox shows generally run Thursday through Saturday evenings, Saturday afternoons, and occasionally Wednesday evenings or Sunday Matinees, three months out of the year. These months may or may not be consecutive. Depending on the venue for Sandbox, Associate may also be called upon to sell concessions and/or cover light house management.

**Status:** Full Time/Non-Exempt

**Hours:** 40 hours per week

**Schedule:** Weekends and Evenings Required.

* Mainstage: typically 12pm-8:30pm weekdays, 1pm-9:30pm Friday and Saturdays
* Hours may vary depending on show needs

# Key Responsibilities as Box Office Manager

Box Office Manager will report to the Director of Audience and Donor Relations.

* Responsible for the security of transactions, cash management, cash drops and income reporting
* Manage, hire and schedule box office associates, including approving timecards
* Oversee all sales and distribution of subscriptions and tickets, via phone/email/walkup. Along with BO Associate, respond and process all sales, exchanges, donation requests and other inquiries.
* Answer as second ring on all phones during phone hours 1-6pm
* Maintain (VBO) database including merging and cleaning up duplicates
* Maintain Mailchimp lists for patron requests
* Pro‐actively work with Front of House, bar and stage management in managing show start time, and dealing efficiently and appropriately with customer inquiries, complaints and comments
* Set up, maintain, and distribute all complimentary and discount ticket offers
* Maintain up-to-date production recap report in excel, make sure math matches up on Daily/Weekly and double check after final show. Supervise nightly reporting
* Responsible for upkeep and appearance of box office and lobby area including postcard racks, program boxes and current show posters
* Responsible for upkeep and appearance of hotel lobby "box office open" sign, postcards

outside and elevator posters

* Build and apply new seating templates
* Oversee the organization, training and recruitment of volunteer ushers for nighttime performances and daytime volunteers for help with mailings, etc
* Solicit group sales from subscribers and leads following audience devo plan
* build and maintain discounted ticket deals with Goldstar, TodayTix, TIX and other vendors
* Oversee, implement and explore ways to maximize income potential through dynamic ticketing strategy
* Work with Marketing to implement creative ways to fill houses
* Paper houses as needed ahead of previews and low performing dates
* Other tasks to be assigned.

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