# Box Office Manager

San Francisco Playhouse is celebrating its twentieth season and is now the second-largest nonprofit theatre company in San Francisco. 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 new works program, 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 and subscription operations, including sales, customer service support and will call operations. This position reports to the Producing Director and will serve as a primary contact with single ticket patrons, longtime subscribers, and loyal donors.

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

**Hours:** 40 hours per week

**Schedule:** Weekends and Evenings Required.

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

**Compensation:** $25-$30 per hour, plus health, vacation, commuter benefits.

# Key Responsibilities as Box Office Manager

* 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 box office associates, respond and process all sales, exchanges, donation requests and other inquiries.
* Communicate effectively and courteously with genuine desire to provide quality customer service.
* Maintain ticketing system Virtual Box Office (VBO) database including merging and cleaning up duplicates.
* Pro‐actively work with Front of House, concessions, and stage management in managing show start time.
* Dealing efficiently and appropriately with customer inquiries, complaints and comments.
* Set up, maintain, and distribute all complimentary and discount ticket offers.
* Provide ticket sale reporting for weekly marketing meeting.
* Responsible for upkeep and appearance of box office and lobby area including postcard racks, program boxes, banners and show posters.
* Build and apply new seating templates.
* Solicit group sales from subscribers and leads following audience development plan.
* Build and maintain discounted ticket deals with Today 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.
* Other tasks to be assigned.

**Qualifications:**

* Exceptional phone manner.
* Strong verbal communication skills.
* Ability to problem solve.
* Collaborative spirit.
* Proficient with Outlook and Microsoft Office Suite.