



The **Ticket Sales/Box Office Manager** at *Glorify Performing Arts*, is responsible for running and overseeing all ticketing for our productions. Working under the Executive Director and Business Operations Manager, the Ticket Sales/Box Office Manager should be a strong communicator, excellent in sales and financially savvy. Most importantly the Ticket Sales/Box Office Manager should feel confident they can uphold GPA's Foundational Four (Mission Statement, Vision Statement, Core Values, Business Philosophy).

Ticket Sales/Box Office Manager Responsibilities

- Sell tickets for each production, monitoring telephone and online sales
- Boost any and all GPA ticketing promotions during customer communications
- Work alongside the Marketing Staff to create new ticket sales offers
- Create new events on Ticketleap when required, ensuring that shows are ready for agreed on sale dates
- Produce weekly staff schedules
- Develop and maintain documentation and training material on Box Office policies and procedures and ensure all Box Office Staff are fully trained
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and train all Box Office Staff in customer service standards
- Conduct annual Box Office Staff reviews and implement any actions accordingly
- Track daily, weekly, monthly and yearly ticket sales, observing and recording sales trends as they occur
- Create post-show sales analysis reports for each show
- Be proactive in a general understanding of all GPA operations i.e. special performance opportunities, fundraisers and ticket promotions and utilize such knowledge as part of sales technique
- Work with Accounting to record all cash and credit card transactions accurately, with no discrepancy and no loss
- Ensure that accurate patron data is collected during all customer transactions, keeping the patron database accurate
- Supervise the end-of-day cash-up and reconciliation
- Attend departmental / team meetings

Qualifications

- Degree in business or related field or minimum 2 years experience in Box Office Sales
- Self-motivated, detail and solution oriented, with dynamic leadership ability
- Good interpersonal and communication skills
- Excellent sales ability

Compensation:

The Ticket Sales/Box Office Manager is a volunteer position, receiving a thank you gift of four comp tickets to each main stage production.