



Position Announcement

- TITLE:** Box Office and Marketing Manager
- REPORTS TO:** Vice President of Marketing, Executive Director
- SUPERVISES:** Third Party Box Office, Temporary Box Office Staff
- JOB SUMMARY:** The Box Office and Marketing Manager is responsible for executing the day-to-day operations of the box office, providing a small amount of front line customer service to SP&O patrons, processing subscription ticket orders, providing accurate box office reports and working with the Vice President of Marketing (consultant) to execute an annual marketing, communications and public relations campaign.
- HOURS:** Monday – Friday, 9:00 am – 5:00 pm , events as needed

ESSENTIAL JOB FUNCTIONS

Box Office

- Work with CCT staff to set up events, maintain seating manifests, maintain financial records and manage the preparation, presentation and settlement of all event box office statements
- Advise and assist with the implementation, reporting and generating of event reports using the ProVenue ticketing system
- Execute the daily, weekly, monthly and yearly sales of tickets and entering and submitting data as required
- Reconciling any issues between ticket sales and the financial department, including shortages or overages in ticket revenue
- Develop and maintain documentation and training material of box office policies and procedures
- Complete all daily close reports and submit to the Finance Manager for daily review
- Hire, train and supervise any temporary box office staff
- Represent SP&O in the box office at all concert events
- Foster and maintain a strong working relationship with the box office staff at the Sacramento Community Center Theater (CCT)
- Demonstrate excellent customer service skills, respond promptly to customer service inquiries and requests, and train all box office personnel in customer service standards
- Maintain physical and electronic filing systems, including marketing and development data management systems

Marketing, Communications and Public Relations

- Work with the Vice President of Marketing (consultant) to execute all aspects of season subscription and renewal campaigns; oversee work of outside contractors; monitor the progress of campaigns and provide progress reports and analyses of results
- Work with the Vice President of Marketing (consultant) to execute a year-round single ticket sales campaign, including the design and placement of print and electronic advertising and special promotions; provide periodic progress reports

- Attend all orchestra performances to act as liaison to the public; oversee distribution of tickets to press and VIPs; participate in artist hospitality as requested
- Report ticket sales results by event and coordinate strategy adjustments to maximize earned revenue
- Coordinate media placements as directed
- Set up and take down marketing materials in the concert hall lobby for all concert events
- Work with the Vice President of Marketing (consultant) to develop and produce all materials used to support the organization's activities, including electronic media, press releases, newsletters, and program books; ensure the quality, consistency and accuracy of all organizational communications
- Perform other duties as assigned by the Executive Director

QUALIFICATIONS

Minimum Qualifications

- Previous box office experience
- 1-2 years management experience
- Excellent verbal and written communication skills
- Candidate must be able to successfully handle multiple priorities in sometimes high stress situations
- Proficiency with Microsoft Office, including Word, Excel and Outlook
- Position requires a flexible work schedule, including evenings, weekends and holidays at times
- Position requires conflict resolution skills

Preferred Qualifications

- Knowledge of ProVenue ticketing system
- Good problem solving and strategic thinking skills
- Ability to identify and prioritize critical issues and work toward results
- Experience in a non-profit arts organization
- Knowledge of and background in classical music

COMPENSATION

Full time, exempt position. Salary commensurate with experience. Health benefits and paid vacation.

APPLICATION

Please submit a cover letter and resume to Matthew Buckman, General Manager, at mbuckman@sacphilopera.org. No phone calls please. Review of applications will begin on October 23, 2017.

Sacramento Philharmonic & Opera is an Equal Opportunity Employer striving for a diverse work force.