

Job title:	Box Office Manager
Reports to:	Audience Services Director

PURPOSE OF THE JOB:

Oversee the overall day to day operations of the ticketing department from the daily sales to scheduling staff for daytime and evening operations. The Box Office Manager will ensure a hospitable, smooth and efficient operation. Responsible for programming and monitoring the Tessitura ticketing system, tracking daily sales and deposits, ticket account management and fulfillment, supervise and direct reservationists, cashiers and volunteers. This role is highly visible and interacts with sponsors, vendors, clients, and resident arts organizations (Kansas City Ballet, Kansas City Symphony, Lyric Opera of Kansas City, and the Kauffman Center for the Performing Arts. Leads by example at all times and provides the highest level of customer service to all guests, vendors and clients.

ESSENTIAL JOB FUNCTIONS

Responsibilities:

- Foster and maintain strong working relationship with the Box Office Manager of the resident art organizations: Kansas City Ballet , Kansas City Symphony, Lyric Opera of Kansas City and other clients as assigned
- Work with key clients 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 Tessitura ticketing system
- Overseeing 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 cash drawers
- Develop and maintain documentation and training material on Box Office policies and procedures
- Work closely with accounting on executing proper cash handling and cash control procedures.
- Hiring, training, scheduling and supervision of ticket office staff. Making sure that all staff is fully trained in handling customer issues and explaining policy regarding ticket sales
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and train all Box Office personnel in customer service standards
- Review and maintain Avid phone tree system, on hold content and system efficiency
- Booking, assisting and greeting groups or tours as they plan a trip to the Kauffman Center for the Performing Arts for an event or building tour
- Provide rapid response for critical issues

Qualifications: Minimum Qualifications

- Three to five years Box Office experience
- Minimum of three years management experience strongly preferred
- Knowledge of the Tessitura system is preferred
- Must be able to work well independently and to manage, train, and motivate others
- Excellent verbal and written communication and documentation skills required
- Candidate must be able to successfully handle multiple priorities in sometimes high stress situations
- Proficiency with Microsoft Office including Word, Excel, Outlook, PowerPoint and other Windows applications required
- Position requires the ability to accommodate a flexible schedule, including evenings, weekends, and holidays, as well as being able to perform in a fast-paced, dynamic work environment
- Candidate should have cash handling experience and experience in scheduling staff members
- Candidate must also have the ability to work with the public and possess conflict resolution skills

Preferred Qualifications

- Good problem solving and strategic thinking skills.
- Ability to prioritize, identify critical issues and work towards results
- Ability to work with multiple organizations and vendors proactively and professionally

Organizational values: Adheres to and promotes organizational values: (see below)

ORGANIZATIONAL VALUES			
Own it, get it solved	Aim for excellence	Be enthusiastic	Act with respect
<ul style="list-style-type: none"> ▪ Integrity ▪ Honest communication ▪ Transparency 	<ul style="list-style-type: none"> ▪ Striving to improve or meet a standard of excellence ▪ Motivated 	<ul style="list-style-type: none"> ▪ Flexible ▪ Fun ▪ Embraces new ideas 	<ul style="list-style-type: none"> ▪ Service ▪ Considerate of others ▪ Treat others with

- Trustworthy
- Responsible

- dignity and care
- Work toward shared goals

Performs related duties as required

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.