



## **Box Office Administrator**

### **Position Summary**

The Box Office Administrator (Admin) would be responsible for various administrative tasks and projects within the box office, in support of excellent customer service and experiences. In addition to these tasks and special projects, the Admin would take care of various customer service issues.

The ideal candidate for this position shows an aptitude for administrative project-based work, has a history of completing tasks in a timely manner, is a self-starter, and looks for and implements efficiencies and improvements. A high level of organization and attention to detail is a must. Strong computer skills and knowledge of Tessitura and DSO ticketing policies required.

This position is part-time. The ideal candidate should be available to work Monday through Friday during the day.

### **Overview of Job Responsibilities**

- Generate and distribute daily and weekly ticketing reports
- Compile and send weekly comps email
- Oversee and track distribution of charitable ticket vouchers
- Process subscription renewals and seat change requests
- Generate patron lists for trade and manage Do Not Call/Mail list(s)
- Process Register to Win slips
- Lead annual mailing of subscription packages
- Contact IT and/or Digital/Web Media to resolve any technical issues
- Pull daily reports to monitor seating and unpaid orders
- Notify patrons of refund approvals/denials via email
- Be knowledgeable of and inform staff of all new and modified offers via staff emails, binders, etc.
- Work closely with Assistant Manager of Tessitura and Ticketing Operations to ensure all packages/products are set up in Tessitura
- Work closely with Lead Ticketing Specialist to communicate all important info for upcoming events, concerts, promotions, etc.
- Manage all email accounts assigned in a timely, professional, and personalized manner
- Other duties as assigned

**Authorizations**

- Authorized to pull comps for Advancement, Artistic, Marketing and other departments as needed

**Personal Attributes and Competencies**

- Positive attitude and ability to provide impeccable customer service
- Sensitive to the needs of individuals and able to maneuver within multiple departments and with patrons from diverse backgrounds
- Ability to work well under pressure; persistence, perseverance, tenacity, integrity and patience
- Ability to work independently
- Technologically savvy: Microsoft Office, Outlook, and Excel are used heavily within this position
- Strong verbal and written communication skills
- Knowledge of Tessitura and/or classical music a plus

**Reporting Responsibility**

Manager of Patron Sales and Service

Assistant Manager of Patron Sales and Service