



Job Posting: BOX OFFICE MANAGER

Studio East, a non-profit children's theater, seeks a friendly, enthusiastic addition to our administrative team who enjoys a busy, collaborative work environment and embodies our commitment to excellent customer service.

The **Box Office Manager** is responsible for all ticket sales and group bookings for Studio East and StoryBook Theater performances, and assists with phone and registrar duties in our 3-person Administrative Office.

Status: Full time, hourly, non-exempt

Reports to: Managing Director

Responsibilities:

- Manage and fulfill all ticket sales for Studio East and StoryBook Theater shows
- Book and contract StoryBook Theater school show group bookings
- Coordinate day of performance sales with House Managers
- Provide daily, weekly and periodic reports for all sales to accounting department and management team
- Track sales trends and coordinate special sales initiatives with the Marketing Director
- Manage annual subscription campaigns
- Manage and fulfill all donation requests
- Update the Studio East and StoryBook Theater websites for show schedules and ticket availability
- Serve as occasional weekend box office staff for StoryBook Theater performances if needed
- Serve as a key member of the main office administrative team, working on various projects throughout the year

QUALIFICATIONS:

- Strong customer service experience required
- Must be very detail oriented and efficient
- Excellent written and verbal communication skills
- Intermediate skills in Word, Excel, Access and Outlook
- Patient and flexible, able to remain calm, professional and friendly under pressure
- Able to solve problems, set priorities and meet deadlines
- Able to work both independently and collaboratively
- Box office or ticketing experience a plus
- Experience with Wordpress and PatronManager database a plus

PAY AND BENEFITS:

- Hourly rate DOE
- Full time (M-F) with very occasional evenings and weekends
- Medical insurance and retirement plan
- Generous PTO policy
- Complimentary Studio East and StoryBook Theater tickets
- Discount on Studio East education programs

Websites: www.studio-east.org / www.storybooktheater.org

Position open immediately.

To Apply: email cover letter, resume and references to jobs@studio-east.org, with subject line: BOX OFFICE MANAGER. No phone calls, please.