

STUDIO EAST

Training for the Performing Arts

Position Title

Box Office Manager

Classification

Full Time, Exempt

Salary Range

\$35,750 - \$38,000 annual base salary, plus sales bonuses (DOE).

Reports to

Managing Director

Date

Updated 2/7/2020

STUDIO EAST Training for the Performing Arts is a 501(c)(3) not-for-profit organization providing education and performance opportunities for children in Kirkland, WA and surrounding communities.

Studio East has become one of the largest children's theater training programs in the Seattle Metro area serving over 60,000 people annually. Our Access for All program was created to ensure that no child is turned away for lack of funds.

Studio East has a comprehensive program of homeschool and after-school theater classes, performing arts summer camps, and Mainstage productions for children ages 4 through 19. For two decades, the organization has offered Outreach programs to over 30 public and private schools. Studio East is also home to StoryBook Theater, an adult professional touring troupe with performances across the Puget Sound Region.

Our Mission

Studio East works to create confident, compassionate, responsible young people through training in the art and craft of theater.

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JOB DESCRIPTION

Summary/Objective

The Box Office Manager oversees all box office functions to support Studio East's productions and programs.

Essential Functions

1. Solicit, manage and fulfill ticket sales for public and school shows for Mainstage Productions and StoryBook Theater.
2. Coordinate with teachers and other school staff to arrange details for performance attendance.
3. Set up ticket sales and performance events in CRM database.
4. Produce reports and analyze historical sales and attendance data as requested.
5. Update website with show information and ticket availability.
6. Coordinate box office and front of house customer service for all performances.
7. Provide support for annual fundraising events as needed.
8. Serve as a key member of the main office administrative team. Provide general support such as answering phones, assist with class registration, help prep for summer camps, and field student and patron inquiries.

Competencies

1. Customer Service Focus.
2. Communication Proficiency.
3. Problem Solving/Analysis.
4. Project Management.
5. Proficient User of Technology.

Supervisory Responsibility

This position supervises box office staff, parent volunteers, and house managers.

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Work Environment

Work is regularly performed in a combination of office and public environments. This position interfaces with children and adults. The primary location of work is the main office, which has an open floor plan and can be accessed by the general public. This area is one of the main hubs of the organization with a flow of customers and phone calls throughout the day. Staff working in this area can anticipate interruptions to workflow and will need to prioritize tasks frequently.

Position Type/Expected Hours of Work

This is a full-time position. Standard days and hours of work are Monday through Friday, 9:30 a.m. to 5:30 p.m. The position requires occasional work during nonstandard hours including evenings and weekends if a house management or ticket sales shift needs to be covered, or while providing staff support during an annual fundraising event.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to see, talk, and hear. The employee is frequently required to stand; walk; use hands to fingers to type and write; and reach with hands and arms.

Travel

On very few occasions, this position may require travel to an offsite venue to oversee or coordinate box office and front of house activities. Currently, all venues are located in WA state.

Required Education and Experience

BS or associate degree.

Minimum of three to five years of progressive experience and responsibility in a customer service or project management position, one of which entailed directing staff or volunteers.

Preferred Education and Experience

Experience working with CRM database, Salesforce preferred. Other CRM management experience including Theatre Manager, Tessitura, Blackbaud, or similar.

Administrative or participant experience in the Performing Arts.

Additional Eligibility Qualifications

WA State Driver's License.

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Work Authorization

Must successfully pass one or more third party background check assigned by Studio East.

Equal Opportunity Employer

Studio East provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Benefits

- Eligible to participate in group Health, Vision, and Dental plans
- Eligible to participate in Retirement plan with company matching
- Generous PTO policy and Holiday pay
- Complimentary performance tickets
- Discount on Education Programs

Application

To apply: email cover letter detailing relevant experiences and interest in furthering the mission of Studio East, along with resume, and contact information for three professional references to jobs@studio-east.org

Use the subject line: BOX OFFICE MANAGER

Interviews will be held on a rolling basis until filled.

No phone calls, please.

www.studio-east.org/employment/