

TOPEKA CIVIC THEATRE & ACADEMY 2023/2024
JOB DESCRIPTION

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| POSITION TITLE: | Box Office Manager |
| REPORTS TO: | President & CEO |
| PURPOSE OF POSITION: | This position oversees the daily box office operation and all ticket purchasing transactions & class registrations |
| SUPERVISES: | Part-Time Box Office Associates |
| STATUS: | Full-Time/Exempt |

Essential Functions

- Conduct, train and supervise all box office operations and personnel. Ensure accuracy in all record keeping. Provide final reports on all shows/events to Finance Director and CEO.
- Assure the timely deposit and accounting of all box office receipts.
- Provide quality customer service to all patrons, volunteers, Academy students and families.
- Work closely with CEO to establish ticket, donor and membership policies. Enforce policies.
- Oversee the processing of all memberships and gift certificates or vouchers.
- Provide necessary written copy and proofread as needed for print and PR materials.
- Assist in the timely mailing of all production related publications and collateral.
- Work closely with the Volunteer Engagement Director in recruitment and training of Box Office volunteers.
- Schedule Front of House volunteers for all performances.
- Work closely with the Resource Development Director and Finance Director to record all donors for Playbill listing and assure donors receive perks associated with their level of donation.
- Work closely with the Finance Director to maintain reconciliation of Accounts Receivables.
- Work with the Resource Development Director to support group sales efforts and the Ambassador program.
- Work closely with the Club Manager regarding groups or patron needs. Oversee preparation of daily seating chart and dinner count(s) for caterer and club personnel.
- Work closely with the Marketing Director to create and implement a season renewal campaign.
- Assist Volunteer Engagement Director with audition schedules and scripts check-out.
- Support Education Director in maintaining accurate class lists, scholarship records, discount/staff vouchers and payments records.
- Work with the facilities scheduler by arranging booking for private groups and/or corporations for private functions. Provide detailed information of needs, dates and contact personnel.
- Assist with the Annual Volunteer Awards, Bravo events and all other special events.
- Serve as TCT representative and guest speaker for any school or civic function as requested by President/CEO.
- Serve on any committee as assigned by the President/CEO.
- Any other duties as assigned by the President/CEO.

Qualifications

College degree desired; High School diploma or equivalent required; familiarity of theatre operations a plus; minimum three years of experience supervising the work of others providing customer service to a wide variety of customers; demonstrated skill in cash handling.

Interpersonal Skills

Work frequently involves contacts requiring considerable discussion of problems, material presentations, or resolving issues impacting productions, personnel, performers and volunteers. The ability to motivate or influence others is a material part of the job, requiring a significant level of diplomacy and trust. Obtaining cooperation (internally and/or externally) is an important part of the job and a high level of interpersonal skills are critical to the success of this position.

ADA Requirements

Physical Requirements

- Much work is done in a sedentary environment – attending meetings, consulting with others, etc.
- Must be able to stoop, bend, walk, climb a ladder, and routinely lift up to 40 lbs.
- Must be capable of climbing/descending stairs.
- Must be able to operate routine office equipment including telephone, copier, word processor, and calculator.
- Must be able to routinely perform work on computer and or telephone for an average of 6-8 hours per day, when necessary.
- Must be able to work extended hours whenever required or requested by management. Note: overtime must be preapproved.
- Must be capable of travel by automobile, as driver or passenger.
- Must be capable of regular, reliable and timely attendance.

Working Conditions

Must be able to routinely perform work indoors in a climate-controlled environment and must be able to perform in an outdoor environment for special events and fundraising efforts.

Mental and/or Emotional Requirements

- Must be able to perform job functions independently and work effectively either on own and as part of a team.
- Must be able to plan and direct the work activities of self and others.
- Must be able to read and carryout various written instructions and follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence.
- Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public.
- Must be able to perform responsibilities with composure under the stress of competing deadlines/requirements which require high quality productions in a fast paced environment.
- Must be able to effectively handle multiple, simultaneous, and changing priorities.
- Must be capable of exercising highest level of discretion on both internal and external confidential matters.

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Acknowledgement

I acknowledge that Topeka Civic Theatre & Academy will conduct a periodic background check on all active employees and I consent to, and authorize, TCT to do so as frequently as yearly while I am employed with the organization.

Nothing in this position description restricts management’s right to assign or reassign duties responsibilities to this job at any time.

This job description is not a contract and should not be construed as a guarantee of employment for any specific period of time.

Topeka Civic Theatre & Academy is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities.

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

I have received a copy of the personnel policy manual and know questions should be directed to the CEO.

TCT considers itself the primary employer for all full-time staff. TCT employees may not assume outside employment or any volunteer activity that would hinder or otherwise prevent them from working their hours or successfully completing their duties in a timely manner. Outside employment must be approved by CEO and volunteer activities approved by their supervisor

All volunteer activities an employee engages in at TCT or HHT must be accurately documented on TCT’s volunteer tracing form.

Employee signature

Date

President/CEO signature

Date