

The Center for the Arts
Crested Butte, Colorado
Job Description

Job Title: Box Officer Manager

Job Classification: Part Time

Incumbent: None

Summary: The Box Officer Manager will serve as the first point of contact at the entrance of the Center for the Arts, leading the customer service presence for the organization. This position must have an ability to interact comfortably with a wide array of individuals including patrons, major donors, staff members and board members. Must have competencies to work in a fast-paced environment, with exceptional attention to details, money handling skills, and an advanced skill level with a variety of computer programs and ticketing/donor database system. This position will also act as the administrator for our box office system.

Specific Duties and Responsibilities:

- Maintain a consistent presence at the entry to the center for the arts, greeting all guests upon their arrival.
- Responsible for being the main communication conduit for the organization, handling all inbound phone calls and connecting our guests with the appropriate center for the arts employee.
- Act as the main box office salesperson, selling tickets to a wide variety of center for the arts programs.
- Maintain a strong working knowledge of all center for the arts events, being able to communicate details to patrons and staff members alike.
- Maintain all events within our box office system (PatronManager), from event creation through closure. Ensure all events details are accurately represented at all times. Provide box office reporting to outside parties as required. Generates reports as requested by program staff
- Produce daily sales reports and close out box office drawer. Monitor a daily sales report to ensure data compliance in Patron Manager system.
- Become trained as a system expert in PatronManager. Create training documentation for all staff on how to best use PatronManager, specifically for box office procedures.
- Assist in the roll-out of new PatronManager features, with expert assistance provided by our service provider and senior management with the center for the arts.
- Provides data entry assistance to our Finance Department
- Completes all mandated reporting for music licensing companies for performing arts centers