



## Box Office Manager

Spruce Peak Arts Center Foundation is seeking an enthusiastic, energetic, experienced, and absurdly organized Box Office Manager to be apart of the Spruce Peak Performing Arts Center's team.

### Hours and Compensation:

This is a 24-hour salaried position, includes frequent evenings and weekends, expected to work all performances. Salary \$24,960 with benefits including PTO and paid company holidays.

### Primary duties include:

- oversight and management of box office and front of house staff and volunteers
- ensuring ticket sales are handled promptly, professionally, and courteously
- resolving customer service issues
- keeping up to date with all ticketing policy and procedures
- managing, overseeing, improving use of, and reporting from the Patron Manager CRM
- ensuring correct financial settlement at conclusion of each event and presentation of same to artist/tour as necessary.
- being an expert resource on upcoming events and welcoming presence for visitors, patrons, and passersby

The Box Office Manager has primary responsibility for the entire patron experience. As a key member of a lean administrative team, the Box Office Manager also assists the Marketing, Development, and Production teams on a variety of projects. This is a 24-hour salaried position, includes frequent evenings and weekends.

**Reports to:** Finance Manager

### Qualifications

- Sales and customer service-related work experience
- Experience managing staff and/or volunteers
- Demonstrated ability at conflict resolution
- Must be highly skilled at using a computer
- Must be able to professionally interact with all types of individuals in a courteous manner
- Prior experience with Patron Manager or other CRM software IDEAL
- We ask candidates to follow all applicable guidelines for the prevention of COVID-19 transmission - vaccines are required.

To apply send resume and 3 work references to Linda Hunter, Financial Manager, [lhunter@sprucepeakarts.org](mailto:lhunter@sprucepeakarts.org). No phone calls please.

EQUAL OPPORTUNITY EMPLOYEER We strongly support equal employment opportunities for all applicants regardless of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation,

genetic information, or any other characteristic protected by state or federal law.