

Box Office Manager

The Box Office Manager is responsible for managing all box office staff and ensuring they are appropriately trained. I manage box office systems, banking, rotas, reporting, dealing with complaints, setting up new shows and general day to day issues.

I am responsible for maximising revenue from the sale of tickets and forecasting future sales and dynamically pricing tickets to meet demand.

I interview people who wish to start a career in box office or want to apply for a Deputy Manager position.

I collaborate with producers for any discount codes and ticket offers and participate in production meetings and prepare reports for all box office issues that would be reported in a monthly Box Office managers' Meeting.

We are generally the first point of call for most customers so we must ensure that we always practise exceptional levels of customer service.

I started as a Front of House attendant (or Usher), then I became a Theatre Supervisor for a while and I have held the position of Box Office Manager for 4 years

Working in the theatre industry as a Box Office Manager can be a good way of experiencing the excitement of live theatre and playing an important role in keeping customers happy and things running smoothly as well as contributing to the business success of the venue.

The hours can be long and the role usually involves regular evening and weekend work.