

## **Job Description**

Position: Box Office Manager

Reporting to: Box Office Operations Manager

Job function: The box office manager will be responsible for theatre ticket sales and enquiries over the counter and phone. They will provide quality control for box office clerks and box office deputy managers, ensuring best practices are observed at all times, create staff development plans, ensure correct levels of staffing, work to ensure maximum sales potential and ensure the efficient running of the box office, both counter and phone room. The box office manager is ultimately responsible to ensure that the box office reflects the standards and ideals of DMT.

### **Responsibilities:**

- To respond to ticket enquiries over the phone and counter
- To use the ENTA systems to sell tickets and accurately capture patron details
- To ensure confirmed bookings are printed and despatched.
- To prepare and distribute tickets for collection
- To balance counter takings on a daily basis
- To conduct regular monitoring of box office clerks with feedback
- To document all quality processes
- To review all agency allocations on a regular basis to maximise sales potential
- To document all sickness, lateness and holidays
- To ensure all monies are secured and balanced for banking
- To respond to all queries from box office clerks
- To take escalated calls where appropriate
- To allocate mark backs, post runs and other administrative tasks
- To ensure all special events (e.g. press nights) are supervised by self or deputy
- To provide a rota for box office and phone room cover to reflect business requirements
- To review performance criteria on a regular basis, to include call handling and ticket sales
- To actively promote positive relationship with show promoters and company
- To actively promote positive relationship with recognised agencies
- To provide accurate and timely reports for promoters and management
- To provide timely feedback to Box Office Operations Manager on all issues affecting box office and box office staff
- To provide regular structured feedback on box office performance and individual performances of all box office staff
- To represent box office at meetings (or ensure full briefing given to deputy when not able to attend)

**Skills**

- A comprehensive working knowledge of West End theatre / entertainment industry
- Experience within a ticketing environment
- Highly motivated, organised and pro-active individual who is able to project manage tasks to tight deadlines
- Excellent numerical skills.
- Management and ticketing experience
- Strong interpersonal and relationship management skills
- Be computer literate with Word and Excel skills and ideally experience of computerized ticketing systems
- Knowledge of ENTA or other ticketing systems