



## **Box Office Manager (Full Time)**

### **About Us:**

The St. George Theatre Restoration Inc, a 501(c)3 non-profit organization, is dedicated to the restoration of the theatre and the development as a cultural and performing arts center for Staten Island and all of New York City by providing community outreach, educational programs, and public performances. We are a 1,903-seat performing arts center, hosting concerts, musicals, comedy, dance, children/family shows, film rentals and community events.

### **Job Description:**

The Box Office manager is responsible for the day-to-day operations in the SGT Box Office providing top-level service. You will be responsible for and trusted with high-end and/or complex duties, and will play an important role in keeping the office running smoothly.

### **Duties Include:**

- Manage all day-to-day operations of The St. George Theatre Box Office.
- Build shows and qualifying offers (i.e. VIP packages and discounts) on Ticketmaster's event building platforms.
- Responsible for all sales – Ticketmaster and non-Ticketmaster events – including pre-sales, general sales, all group sales, Arts-in-Education performances, tours, and all other reservations.
- Ensure that all sales are transacted and recorded properly utilizing Ticketmaster software applications.
- Process in person and over-the-phone sales using Ticketmaster.
- Manage and accountable for box office practices, money handling procedures, refund requests, and other box office activities.
- Welcome guests and customers by greeting them, in person or on the telephone; answering or directing inquiries. Provide quality customer service.
- Close out Box Office sales for the day and ensure that all monies collected match the total of tickets issued through Ticketmaster. Track each day's sales in Box Office Tracking Log Sheet.
- Be responsible for all the maintenance of all Ticketmaster software (i.e. TMONO platforms, and ticket scanners).
- Responsible for appropriately training and staffing the box office
- Manage and supervise the work of the box office staff and front of house staff, to ensure efficient and effective customer service the day of an event
- Manage and accountable for event staffing (box office attendants, ticket takers, ushers, fireguards, security)
- Printing audit reports for end-of-show settlements
- Handle all ticket and seating related inquiries from customers.

### **Other Duties Include:**

- Liaison with the fire department during inspections
- Sends local fire department monthly schedule of events
- Managing safety and fireguards book daily and for events
- Checks exit doors, exit lighting, fire extinguishers, and boiler room is in working order weekly and/or before an event



**Ideal Candidate Must:**

- Ability to multitask and work well under pressure
- Possess excellent customer service and problem-solving skills.
- Excellent knowledge of Ticketmaster software (TMOne, Host, EMT, Entry, Reports)

**Reports to:** Director of Marketing and Audience Services

**Full-Time:**

Eight hours a day, 9:30am to 5:30pm, Tuesday to Friday and show days. Hours could be flexible based on events, meetings, goals, projects, research, updates, and deadlines. Saturday/Sunday during performances as needed. Timesheet listing hours and description of work is due bi-weekly following the Comptroller's payroll schedule.

**Qualifications/Expectations:**

- Bachelor's degree in business, communications, arts management, or equivalent professional experience and at least one year of box office, arts, or non-profit experience preferred.
- **Must be proficient with Microsoft Teams, Word, Outlook, Excel and PowerPoint.**
- **Excellent written and verbal communication skills are required.**
- **Highly organized with exceptional attention to detail and deadlines and a proven commitment to customer service.**
- Comfortable with working in a collaborative team environment. Self-motivated, energetic learner.
- Very articulate and courteous to customers, staff, board members and volunteers
- Upbeat, enthusiastic attitude with staff and customers
- Honest, Responsible, and Respectful
- Dress Code: Business casual attire and neat, suit or sports jacket required at some events.
- Wear gold pin at all events to identify yourself as manager.

**Compensation:**

Annual Compensation to be paid bi-weekly.  
Health and Dental Plans are available.

Working shows are flexible hours and paid at the same rate.

*Breaks/Lunch:* Two twenty-minute breaks or a 40-minute lunch per day

10 Vacation Days

5 Sick Days

2 Personal Days

Vacation, personal, and sick days cannot be carried over.  
Reviews are conducted annually.

**TO APPLY:**

Qualified candidates should email letter of interest and/or resume to [jobs@sgtr.org](mailto:jobs@sgtr.org) with the job title for which you are applying in the subject line. We thank all applicants for their interest. Only those selected for an interview will be contacted.