



NORTHERN SKY theater

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Job Description

BOX OFFICE MANAGER & VOLUNTEER COORDINATOR

Reports to: **Managing Director**

Reporting to: **Box Office Staff**

Qualifications: Ability to liaise comfortably with a wide array of individuals, from staff to donors and board members. Excellent customer service skills. Ability to work in a fast-paced environment. Excellent money handling skills. Knowledgeable and comfortable with computers, credit card machines, and calculators. Working knowledge of PC computers including word processing, spreadsheets, data entry, and creation of mailing list/labels.

OTHER PERSONAL ATTRIBUTES:

- A positive team player with a “can do” attitude.
- An interest in the performing arts and the ability to articulate their importance.
- A self-starter with a strong work ethic and commitment to excellence.
- A solid team player who also has the ability to work independently when necessary.
- Flexibility with evening and weekend hours.
- A creative problem-solver who is able to “think outside the box.”
- Detail-oriented with ability to set priorities and manage multiple tasks and deadlines.
- A poised and professional composure.
- Good judgment and ability to be discrete in communications.
- Sense of humor a must.

POSITION IS RESPONSIBLE FOR:

- Responsible for Box Office sales, messaging and customer service. Box Office messaging tools and documents organized and ready prior to April.
- Responsible for managing and training seasonal Box Office Workers to ensure excellent, consistent data entry, positive customer service, and a sustainable, high-quality patron experience.
- Assist Managing Director in the recruitment and hiring process of new Box Office staff.
- Coordinate and run bi-weekly Box Office ½ hour staff meeting at both office and park.
- Responsible for managing group sales coordination and logistics.
- Responsible for safe keeping of all box office money for each performance.
- Responsible for reconciliation of ticket and cash/credit card sales at end of each shift.
- Responsible for daily box office deposit preparation.
- Maintain Total-Info database integrity.
- Sell holiday show tickets and general merchandise in box office during off-season.
- Ensure reconciliation of sales against cash/credit card totals at end of each day during off-season.
- Oversee reservations for special events such as Red Carpet, Raise the Curtain, Volunteer Appreciation Luncheon, etc.
- Provide for physical maintenance and cleanliness of box office area.
- Order box office supplies and equipment on a timely basis.

- Responsible for preparation of tickets, reports, seating charts, etc. for venue on performance days.
- Maintain Box Office procedures manual.
- Assist with volunteer recruitment as directed by Marketing Director.
- Assist with large mailings: print, stuff, seal, label, stamp, mail - auction solicitation & invites, large donors letter with comps, opening night invites, company welcome letters and contract packets, volunteer sign-ups & schedules.
- Assist with processing online merchandise orders.
- Assist Box Office staff with TI technical questions. Work to become an independent Total-Info process leader and trainer.
- Assist with, as requested by Managing Director, bank bag pick-up.
- Assist with, as requested by Managing Director, mail pick-up & drop-off.
- Fill-in when needed for box office shifts in park or DCA or town halls.
- "Sunshine" coordinator – send out birthday, anniversary, sympathy cards
- Provide supplemental customer service and box office assistance as needed.
- Establish and Monitor BO staff weekly hours. Maintain schedules to not exceed weekly maximum hour limits. Explain box office minimum 3-hour per shift credit policy. Make sure staff weekly time sheets are tabulated correctly and turned into MD on time for payroll processing (no later than 10am the Monday before bi-weekly Thursday payroll check day)
- Assist with donation processing (from donation entry to donation acknowledgement) as requested by the Development Director.
- Positively support team members in their duties.
- Assumes other projects and duties as requested by Managing Director.

General Administration:

- Responsible for administration reception – coordinate during season, facilitate off season.
- Answers telephone promptly and courteously, handles multiple lines with confidence.
- Provides clerical and bookkeeping support to Managing Director and designated employees & board members.

Volunteer Coordination:

- Coordinate performance volunteer recruitment and scheduling.
- Coordinate volunteer communication needs with Marketing Manager.
- Maintain TI volunteer contact and personal info database.
- Schedule volunteers; create volunteer calendars in a timely manner.
- Communicate with scheduled volunteers weekly in the summer & fall via email or phone.
- Coordinate need for volunteers with other staff.
- Manage and coordinate training of volunteers to ensure top-notch consistent positive customer service, and a sustainable, high-quality patron experience.
- "Sunshine" coordinator – send out volunteer birthday, anniversary, sympathy cards
- Work with Managing Director, Senior House Manager and Marketing Director to update Volunteer Handbook yearly.

Group Sales:

- Responsible for promoting group sales.
- Responsible for managing group sales coordination and logistics.

Merchandise Management:

- Develops and implements merchandise sales strategies.
- Determine merchandise to be sold in consultation with Managing Director and Marketing Director.
- Obtain approvals/permissions from authors as required for show-specific merchandise.

- Supervise/delegate order placement and inventory tracking.
- Supervise/delegate merchandise sales deposit reconciliation and end-of-day sales report.
- Monitor sales and adjust merchandise as necessary.
- Sets up merchandise stand at beginning of season and closes stand at end of season.
- Responsible for agreed upon sales goals.
- Maintain company merchandise inventory.
- Ensure processing and fulfillment of online merchandise orders.

This is currently a part-time position, 25-37 hours per weeks, depending on the season. Typically, 30-37 hours a week March through November, 15-25 hours a week over the winter.

Office located in North Ephraim. Please send cover letter, resume, and references to Dave Maier, Northern Sky Theater, PO Box 273, Fish Creek, WI 54212, or e-mail to dave@northernskytheater.com.