



## Assistant Box Office Manager at Palm Beach Dramaworks

### Job Description:

The Assistant Box Office Manager (ABOM) position is an exempt position, which reports to and works in tandem with the Box Office Manager (BOM). The ABOM will be tasked with preparing and maintaining reports, monitoring and participating in ticket sales, maintaining the database, providing white glove customer service while establishing professional relationships with patrons, and providing efficient training to all box office team members. The ABOM will have a considerable role in managing all box office activities as described below.

### Responsibilities:

- Train and supervise box office team members to ensure proper operation of ticketing system, as well as strong working knowledge of theatre and box office policies and procedures
- Provide white glove customer service ensuring all patrons receive professional, sincere and enjoyable service at all times
- Ability to troubleshoot, solve and de-escalate customer service issues
- Monitor cash drawer and ensure the box office monies correspond to tickets sold
- Process and reconcile concessions sales and maintain the bar area
- Answer phone calls and handle ticketing during open hours
- Manage ticket holds, subscriber rates, discount codes, and all customer-facing information
- Prepare audience attendance records and maintain reports
- Manage will-call operations for performances
- Maintain an accurate database of events and patrons, updating and modifying records as necessary
- Remain accurately informed of all aspects of PBD's productions, memberships, and special events
- Assist in the season subscription renewal process
- Serve as the House Manager for select performances
- Assist with administrative, clerical and production projects as needed

### Qualifications:

- HS Diploma or GED from an accredited institution required
- Minimum 3 years in customer-facing supervisory role, arts and entertainment sector strongly preferred
- Experience working with box office and/or ticketing software a plus
- Experience with proper cash and credit handling practices
- Exceptional customer service skills with the ability to respond to all aspects of ticket sales
- Ability to work well under pressure, while maintaining professional poise with staff and the public
- Ability to communicate in a clear, professional and patient manner
- Must be able to work evenings, weekends and holidays as required
- Ability to learn and train on Theatre Manager box office software
- Ability to be self-directed and highly motivated in a fast-paced environment
- A positive team approach with co-workers
- Must have reliable transportation; a valid driver's license is required
- Ability to lift up to 25 pounds will be required

### Salary:

\$42,000

To apply, please e-mail a cover letter and resume to our Box Office Manager, Mark Sullivan at [msullivan@palmbeachdramaworks.org](mailto:msullivan@palmbeachdramaworks.org) by November 15. No phone calls please.