

**Associate Box Office Manager
Position Profile**

Laguna Playhouse, a nationally acclaimed, professional theatre based in Laguna Beach, CA, is searching for full time Associate Box Office Manager.

The Opportunity: The Associate Box Office Manager will report to the Director of Marketing and Communications. He/she will support Box Office Operations, manage ticket representatives and work as a part of the Marketing Department team. Under the direction of the Director of Marketing and Communications the primary responsibilities will include, but not be limited to:

- Create, maintain and enforce a culture of high standards in customer service. Resolve patrons' ticketing issues. Work closely with Front of House Manager to ensure seamless delivery of great customer service between box office and front of house staff.
- Guarantee that all daily batches are reconciled, correct, complete, and submitted to finance office via current protocol. Responsible for cash management and compliance.
- Oversee day-to-day box office daily reporting operations, including nightly ticket sales and reconciliation reports, reconciliation of group sales and telemarketing reports, Goldstar and other third-party inventory, fulfillment of group sales, house, VIP and comp orders, run payment plans, and other items as needed.
- Supervise, in partnership with the Marketing Department, day-to-day box office operations including daily summary reports, group sales and telemarketing weekly reconciliation reports, Goldstar and other third-party inventory, fulfillment of group sales, house, VIP and comp orders, and other items as needed.
- Coordinate season campaign to include the mailing and fulfillment of subscription orders; ensure proper materials are printed and that staff is scheduled.
- Hire, train and schedule staff to assure coverage. Ensure staff is trained in proper procedures, including Tessitura and database maintenance, customer service standards, and emergencies procedure. Prepare box office staff on best practices in the event of a technological malfunction or shutdown and appropriate chain of command and communication. Keep box office policies and procedures manuals up to date and update as needed in coordination with the Director of Marketing and Communications and General Manager.
- Coordinating and processing group orders, serving as a group liaison to the group sales consultants.
- Work with Director of Marketing to update promotion codes, hold status, allocations, enable price types and price type properties.
- Manage regular database clean up including reviewing constituent record structure and duplicate record management.

Moulton Theatre

LAGUNA PLAYHOUSE

606 Laguna Canyon Road

Laguna Beach, CA 92651

949.497.ARTS (2787)

lagunaplayhouse.com

- Liaise with Director of Marketing and Communications and Marketing team, Development Department & Finance Department on Box Office Operations.
- Maintain promotional materials and performance scheduling information. Assist in the smooth flow of information between Box Office and other departments.
- Maintain Box Office supplies, (including ticket stock, envelopes, and collateral).
- Attend box office, marketing and staff meetings as required.
- Other duties as assigned.

Traits, Characteristics and Experience - The chosen candidate will be detail-oriented, understand the importance of confidentiality and possess excellent judgment; strong verbal and written communication skills (including excellent spelling and grammar); basic word processing and computer skills, communication skills, and the ability to present information to patrons and other employees of the organization effectively, strong reasoning ability and the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Due to the nature of a professional theatre, this position requires dependable and punctual attendance when scheduled to work. Applicants with evening and weekend availability will be highly considered.

Please email your cover letter and resume to: hr@lagunaplayhouse.com. No hard copy applications will be accepted.

In the subject line of your email, please use the following format:
Associate Box Office Manager, Laguna Playhouse <Last Name, First Name>

Moulton Theatre

LAGUNA PLAYHOUSE

606 Laguna Canyon Road

Laguna Beach, CA 92651

949.497.ARTS (2787)

lagunaplayhouse.com