

Assistant Box Office Manager

Arden Theatre Company, Philadelphia, PA | www.ardentheatre.org

About the Arden

Founded in 1988, Arden Theatre Company is a professional regional theatre that strives to offer the highest quality theatrical productions and educational programs to the artists, audiences, and students of Greater Philadelphia. Each year, we produce the Mainstage season as well as Arden Children's Theatre, the city's first resident children's theatre. From our productions that reach over 100,000 audience members each year, to our educational outreach programs that inspire and empower 6,000 students in schools across our region, the Arden stands out as a haven for shared stories and an important incubator for the creation of new work.

In our last full season, 2018/19, the Arden produced seven Mainstage and two Arden Children's Theatre productions, resulting in 503 performances that were seen by more than 107,000 people, continuing to be an important force behind the vitality of the Old City neighborhood and in Philadelphia's cultural landscape.

Position Summary

Arden Theatre Company's Assistant Box Office Manager is responsible for supporting the management of the company's box office operations, including staffing, financial tracking, procedures and software. The Assistant Box Office Manager helps to build and strength relationships between the Arden and our patrons and volunteers by providing by upholding the high standard of customer service that Arden patrons expect while in service of the organizations mission and goals.

The Assistant Box Office Manager reports to the Box Office Manager.

Anticipated start date: December 2021

Responsibilities include:

- Develop and promote a positive and attentive customer service culture for all audience interactions and relations.
- Develop and promote efficient and collaborative procedures and practices for Box Office operations
- **Responsible for:**
 - Updating the Tickets Document with up-to-date information daily
 - Printing will call tickets and creating patron lists for all performances
 - Creating and disseminating box office and showbox reports
 - Building events, configurations, pricing and bundles in AudienceView for in person and online sales.
 - Troubleshooting AudienceView technical issues
 - Attending monthly AudienceView committee meetings to troubleshoot any issues pertaining to the AudienceView system
 - Attending weekly Front of House meetings to coordinate with the entire Front of House team as well as General Management department
 - Managing the Volunteer Usher programing including updating the usher database, communicating, and scheduling ushers
 - Supervising Box Office Associates, Front of House Assistants, Apprentices, Interns and Volunteers
 - Responding to a wide range of public inquiries, disputes, complaints and special problems involving errors in customer service, transaction charges, seat assignments and/or other related situations
 - Carrying out a variety of administrative and clerical functions to manage the day-to-day operations of the box office

- Training of Front of House Assistants and Apprentices in AudienceView to process transitions, policies, procedures, and customer service standards necessary in the running the box office
- Assuring quality Customer Service at all points of contact
- **Provides support for:**
 - Creating and updating of sales reports as requested by Marketing and other departments
 - Creating and distribution of daily and weekly sales reports
 - Data list creation and pulling as requested by Marketing and other departments
 - Managing and implementing cash handling procedures for the box office and front of house staff
 - Submitting weekly payroll
 - Disseminating information about ticketing, offers, groups, and procedures to the box office staff
 - Helping to manage and implement the box office staffing blueprint for the season
 - Participate in interviewing and hiring of part-time and full-time box office staff

Experience and Qualifications:

Successful candidates will:

- Have substantial retail or customer service experience.
- Be a leader and collaborator with an ability to engage with a wide range of people.
- Have a broad-based knowledge of common box office practices, including sales, reporting, and staffing.
- Have experience with the use and management of ticketing software – experience with AudienceView preferred
- Have strong communication skills, creative judgment, excellent problem-solving skills, and be detail oriented – experience in managing a diverse staff preferred
- Have working knowledge of and willingness to promote current health and safety practices in the theater industry.
- Be willing and able to work flexible hours/days reflective of the dynamic schedule of a theatre which includes a variety of hours including evenings and weekends.
- Be someone with initiative, creativity, and a collaborative spirit. Must have the ability to work within a fast paced, dedicated team—rolling up your sleeves must be a favored tactic.
- Express a passion for theatre and in the Philadelphia cultural community with a genuine interest in becoming a driver of the Arden's mission and vision.

Compensation

Compensation for this position is \$35,000 to \$40,000.

The position is full-time/exempt.

The company provides Medical and Disability Insurance, a Flexible Savings Plan, a Defined Contribution Plan, as well as paid vacation, personal, and holiday leave.

Application Process:

Applicants should submit cover letter, resume, and three professional references to:

humanresources@ardentheatre.org

Applications should be received by.

Arden Theatre Company is an Equal Opportunity Employer committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, gender expression, veteran status, and any other characteristic protected by applicable law. Applicants from historically underrepresented groups in the theatre field are strongly encouraged to apply.