

**SMG**  
**Job Description**

**Job Title:**            **Box Office Manager**  
**Department:**       **Finance**  
**Reports To:**         **Director of Finance**  
**FLSA Status:**       **Salaried/Exempt**

**Summary**

This position oversees ticket sales and all aspects of box office operation.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Directs and oversees the internal control of daily operations as outlined in the SMG Box Office Manual.
- Coordinates all event information between the promoter, facility personnel and the ticket company in a timely manner.
- Works with event promoter and appropriate personnel to establish ticket pricing and seating configuration.
- Builds and modifies all ticketed events and issues computer access codes to facility management.
- Coordinates with event promoters to establish the house scale for all ticket events.
- Maintains communication with ticket company representatives for updates and/or revisions in computer operations.
- Monitors daily ticket sales for all upcoming events and communicates information to the Director and promoter representative.
- Prepares cash bank and maintains accurate inventory of all tickets distributed and available for sale.
- Prepares and presents the preliminary and final box office statement for settlement of each ticketed event.
- Assists with merchandise settlements at applicable events.
- Responds to customer complaints and service requests to maintain a positive rapport with the ticket buying public.
- Establishes files on each event that consist of seats on-hold for the building and promoter, complimentary ticket vouchers, event audits and ticket inventory schedules.
- Assists or sells tickets as needed.
- Opens and/or closes ticket window as required during business hours and as needed on a show-by-show basis.
- Accurately dispenses tickets as requested by patrons; accepts payment and makes change accurately.
- Maintains accurate count when selling hard tickets or accesses computer for count of computer printed tickets.
- Maintains accurate record of daily balance of cash received, tickets sold and change bank/vault.
- Fills reservations for seats by telephone or mail, handles Will-Call window according to procedures or other related duties as assigned by supervisor.
- Demonstrates excellent customer service skills, responds promptly to customer needs, responds to requests for service and assistance, able to work independently and handle most box office questions without assistance.
- Maintains accurate count of tickets sold, money received from ticket sellers and change banks.
- Prepares and submits a daily report of business transactions.
- Coordinates Volunteer Ushers for events by building events into volunteer system.
- Works directly with finance department to prepare month end reports.

## **Supervisory Responsibilities**

Supervises, schedules, instructs, and trains ticket sellers as to the proper selling procedures. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Education and Experience**

Bachelor's Degree with a minimum of (3) three years directly related experience or equivalent education and experience

## **Skills and Abilities**

- Superior customer service and problem solving skills required.
- Knowledge and experience with financial procedures and managing statistics electronically.
- Previous supervisor and leadership experience.
- Advance computer skills including proficiency in Microsoft Office required. Experience with electronic ticketing systems preferred.
- Must be able to work independently.
- Ability to work irregular hours in addition to normal business hours as needed.
- Excellent written and verbal skills, organizational ability, and interpersonal skills.
- Ability to effectively supervise box office staff.
- Ability to prioritize multiple projects.
- Professional presentation, appearance and work ethic.

## **Computer Skills**

To perform this job successfully, an individual should have strong computer skills with ability to learn and master new applications.

## **Certificates, Licenses, Registrations**

No certifications are required.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Normal office conditions.
- Works variable day, evening, weekend and holiday shifts.
- Must be available to assist with ticket sales at some events.
- Sedentary work.
- Ability to stand at the ticket window for multiple times throughout a shift.
- Ability to walk around the office and buildings.
- Ability to use hands/fingers to grasp or feel.

- Ability to talk clearly and concisely with customers as well as other staff.
- Ability to hear customers and other staff.

**NOTE:** The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

**To Apply**

Apply at- <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite>

Hali Greenhouse, HR Generalist  
The Oncenter  
800 South State St.  
Syracuse, NY 13202

Applicants that need reasonable accommodations to complete the application process may contact 315-435-8062

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.