

SPOLETO FESTIVAL USA

Box Office Manager

Spoletto Festival USA is seeking a Box Office Manager to ensure an exceptional experience for all audience members. This position requires a dependable, self-motivated, and highly organized individual who will deliver a stellar level of personalized customer service in a high-traffic nonprofit environment. The position is responsible for all ticketing and front-of-house operations for the Festival. The Box Office Manager reports to the Director of Marketing and Public Relations and leads a team including an Assistant Box Office Manager, Front of House Coordinator, and seasonal box office associates/apprentices. This is a competitive salaried full-time position with benefits and has the expectation of nights and weekends in line with the performance and event calendar of the organization.

Responsibilities:

The Box Office Manager ensures that all aspects of the ticketing services are operational and delivered to the public with full consideration of quality customer service. Key tasks include:

- Maintain and monitor Tessitura ticketing system; specific responsibilities include, but are not limited to: annually building 150+ performances; developing seat maps including price zones, holds/allocations, and corresponding SYOS map(s); creating promo codes, updating performance pricing, and subscription/packages. The person in this position will be considered one of the Festival's Tessitura "super users."
- Monitor all revenue channels including website (TNEW), phone, in-person, and onsite sales.
- Use of Revenue Management Application (RMA) to evaluate ticket sales and determine/implement price changes.
- Create a friendly and efficient ticketing office environment for Spoleto Festival USA's ticket buyers, donors, staff, and community partners.
- Hire, train, and supervise all box office staff in Tessitura and Festival procedures. Box office staff includes an Assistant Manager, a Front of House Coordinator (seasonal), box office associates (part-time), and 20+ apprentices during the Festival season.
- Coordinate with Assistant Box Office Manager, PR/Marketing, Production, and Front of House Coordinator to oversee all Usher and House Management programs.
- Collaborate with PR/Marketing to effectively communicate Festival policies and programming to the public.
- Other duties as assigned.

Qualifications:

- Ample experience with both Tessitura and TNEW
- A passion for the arts, innovation, and creating connections with audience members
- Minimum five years of experience working in ticketing/front-of-house operations, or a related field
- Minimum two years of management experience
- Excellent communication, writing, and organizational skills
- Proven ability to manage multiple tasks simultaneously
- Solid analytical and problem-solving skills, with the ability to work under pressure while meeting multiple deadlines
- A Bachelor's or Associate degree is preferred

To Apply:

Please submit a resume, cover letter, list of three professional references, and salary requirements to jbagley@spoletousa.org with a subject line of "Box Office Manager." Please, no phone calls.

Spoletto Festival USA is an equal opportunity employer and committed to diversity in hiring. Equity is central to our culture, mission, and who we are as an arts organization. Spoleto Festival USA does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership, parental status, military status, or any other non-merit factor.