



Job Title: Box Office Director

Reports to: Vice President for Marketing and Communications

Summary of job responsibilities:

The Box Office Director is responsible for the success of the box office function at the AMFS, including providing exceptional daily service to the public (donors, pass holders, ticket buyers, etc.), working collaboratively with all departments, and managing the necessary personnel and technology for execution of sales and customer service goals. This person ensures the systems, policies, and practices of the box office strategically align with the overall goals of the institutional. The role is highly visible; excellent and efficient customer service skills, both internal and external, are critical.

Essential job responsibilities:

Box Office

- **On-Site:** Act as Manager-on-Duty at high-profile events.
- **Space:** Set up box offices as welcoming, efficient environments for customers to get excellent service. Work with Marketing Department to make sure there are appropriate notices, brochures, and other essential communications and promotions at these locations.
- **Systems:** Design and monitor optimal systems for sales, donor service, and other ticket services in person, on phone, and online.
- **Personnel:** Hire, train, motivate, and monitor an optimal number of staff to ensure quality service and detail-oriented accuracy in daily box office functions. Set tone and goals for all personnel and provide support as needed. Liaise and ensure good communication between box office personnel and AMFS administrative staff. Train staff on top-level customer service practices.
- **Box Office Software:** Set up all events according to institutional needs for sales, donor service, artistic needs, and operational needs; set standards and systems for cleaning and maintaining database information, work proactively with vendor to keep system up-to-date and working optimally.
- **Reporting:** Use, create, and deliver reports on sales, attendance, donors, finances, and other information, as needed, to other departments, including Marketing, Finance, and Development.
- **Financial:** Complete the relevant accounting procedures on a daily basis, accurately recording the daily box office takings, dealing with discrepancies, and completing the relevant documentation. This position is responsible for the security of the box office and any monies taken and ensuring that the box office takings accurately balance at the end of each shift.
- **Other:** Oversee the ordering of ticket stock and the production of passes. Ensure good systems for public noticing and temporary displays. Ensure branded, professional presentation of information on site at the box office.

Sales and Donor Service:

- Service: Provide the highest level of customer service to donors and ticket buyers.
- Donor Service: Work with Development to provide special customer service to donors as per AMFS policies and procedures, including advance and priority seating and individualized attention.
- Enhancing sales: Work with Marketing and box office staff to create a system to offer information to customers that might interest them in additional events.
- Reports: Monitor ticket sales and communicate with administrative staff as relevant, including needs for stage seating and sell-out communications to the public.
- Communication: Provide meaningful insight to customer attitudes, characteristics, and issues to Marketing, Development, and other AMFS staff on a regular basis. Participate in process of predicting future sales at budget and other meetings.

General/Managerial:

- Budget: Prepare and manage the annual budget for all box office expenditures.
- Policies: Help set box office policies and assist with ensuring all box office policies, including hours, are communicated accurately throughout institutional materials.
- Manage Box Office Manager and other ticket sellers, including students.

Qualifications:

- Three to five years working in a box office at a performing arts organization.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Ability to work independently.
- Competence with computer systems and comfort working with technology.
- Comfort with financial management, including Excel worksheets.
- Willingness to work highly flexible hours in the summer.

Other:

- This is a nine-month position requiring being located in the Aspen area during that time. Minor amounts of other work may be required during the three-month period.

To Apply:

- Send cover letter and resume to hiring@aspenmusic.org