



Job Title: Director of Ticket Services

Reports to: Vice President and General Manager, Operations

Summary of job responsibilities:

The Director of Ticket Services 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 concerts and events.
 - Build and maintain all events for AMFS and 3rd party promoted shows.
 - Provide overall leadership and establish a positive sales culture for the box office through the hiring, training, coaching and daily mentorship of all box office staff.
 - Space: Set up box offices as welcoming, efficient environments for customers to get excellent service. Coordinate with Marketing Department to make sure there are appropriate notices, brochures, and other essential communications and promotions at these locations.
 - Box Office Software: Interface with ArtsVision, AMFS scheduling data base to 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: Train and assist the creation of 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.
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Sales and Donor Service

- Service: Provide the highest level of customer service to donors and ticket buyers.
- Donor Service: Work with Development Department to provide special customer service to donors as per AMFS policies and procedures, including advance and priority seating and individualized attention.

- Communication: Provide meaningful insight regarding customer attitudes, characteristics, and issues to relevant AMFS staff on a regular basis. Participate in process of predicting future sales at budget and other meetings.
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General/Managerial:

- Budget: Prepare and manage the annual budget for all box office expenditures.
 - Policies: Set box office policies and assist with ensuring all box office policies are implemented and followed.
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Qualifications:

- 2-3 years experience as a box office manager or representative, including management level work experience.
 - Excellent oral and written communication.
 - Ability to work day, evening, and weekend hours, based on the needs of daily business operations.
 - Working knowledge of Microsoft Office applications (Word, Excel, etc.).
 - Excellent interpersonal and communication skills.
 - Working knowledge and experience managing Database systems processes to collect and sort data
 - Strong knowledge of Box Office or similar operations.
 - Ability to provide leadership, prioritize, organize, motivate, problem solve, delegate, follow-up, and communicate.
 - Must be able to work under pressure to meet strict deadlines.
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Other:

While full-time residency in Aspen is preferred, residency is required from May through August of each year.

To Apply:

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