

The Freeman Stage at Bayside Seasonal Box Office Supervisor Job Description

JOB SUMMARY

The Box Office Supervisor is responsible for the overall management of ticket sales for all events for The Freeman Stage. The Box Office Supervisor will report directly to the Marketing Director.

RESPONSIBILITIES

- Must be knowledgeable about The Freeman Stage, it's programs, venue policies and safety plan and be able to communicate information in a courteous manner
- Support Standards for Excellence accreditation, processes and other nonprofit accreditations that further the expertise and effectiveness of the Joshua M. Freeman Foundation
- Respond to all patron inquiries and concerns related to ticketing and box office information
- Execute all ticket transactions in a timely, courteous and professional manner
- Provide direction to Box Office staff and volunteers
- Utilize phone, ticketing and Google Apps systems
- Manage "will call" ticket program
- Process ticket refund requests
- Provide attendance and ticket sale reporting
- Oversee office volunteer schedule and task management
- Work either inside the Box Office at The Freeman Stage or at the JMFF office and may be asked to perform additional duties as needed
- Act as primary resource for Freeman Stage information
- Maintain all marketing materials associated with the Box Office
- Complete Auxiliary Concession cash verification
- Other duties as assigned

QUALIFICATIONS

- Employees (Applicants) must be 21 or older
- Must have a good work ethic and the ability to work without direct supervision
- Experience in cash handling and keeping accurate financial records is required
- Must be able to train and manage seasonal employees and volunteers
- Must be proficient using computers
- Must be able to communicate effectively, both orally and in writing, and on the phone
- Must be able to establish and maintain an effective working relationship with the public, employees and volunteers
- Must be able to lift up to 25 pounds
- Must be able to work a flexible schedule, including nights, holidays and weekends

REQUIREMENTS

- Must successfully complete all required employment forms
- All staff are expected to remain professional at all times
- All staff are expected to adhere to and respect the Mission, Core Purpose and Vision of the Joshua M. Freeman Foundation

COMPENSATION

Hours are event driven, including: nights, weekends and holidays. Wages to be determined upon hiring. All candidates for hire will be given a contingent offer letter that must be signed and returned. Offers of employment are contingent pending background check.

Please send a completed application to Nick Sterrs at nick@freemanfoundation.org