

Friday, February 26, 2021

Box Office Manager

Company: Jacob's Pillow
Location: Becket, MA
Compensation: \$32,000-\$34,000; prorated

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Title: Box Office Manager

Status: Full-Time, Seasonal (March 29 through September 3)

5 day work week March 29 through June 18

6 day work week June 21 through September 3

Reports to: Director of Patron Services

Works with: All departments

Supervises: Festival Interns, Box Office Staff

Position Summary

Jacob's Pillow seeks a Box Office Manager for this full-time, seasonal position. Reporting to the Director of Patron Services, the Box Office Manager is responsible for overseeing box office operations, managing box office staff and interns, and enlightening patrons on Jacob's Pillow Dance Festival.

Responsibilities:

Provide superior customer service to Jacob's Pillow patrons through phone, in person, and online interactions by processing purchases and answering questions about Jacob's Pillow Dance Festival, area restaurants and attractions, driving directions, artist programming, and dance in general.

Ensure safety for patrons and staff by enforcing protocols and policies implemented for COVID-19

Partner with the Director of Patron Services to supervise day-to-day Box Office operations including opening and closing for the day, pulling ticket reports, reconciling performances, and other administrative tasks.

Troubleshoot and expedite ticketing issues in a prompt, decisive, and professional manner.

Assist in the hiring, training, and management of seasonal box office associate positions.

Manage data in Tessitura: correcting duplicate accounts, updating information, and working closely with the Philanthropy department to manage member information.

Manage the processing of internal ticketing requests including staff complimentary tickets, faculty requests, artist requests, and others

Develop and update manuals, ticketing materials, training materials, and box office policies, ensuring that information is distributed to all proper channels

Collaborate with the Director of Patron Services to create end-of-season sales and audience assessment reports including attendance tracking, zip code analysis, young audience buyers, etc.

Contribute as part of the Patron Services Department in the development, execution, and analysis of sales and marketing strategies.

Contribute to special event planning and staffing, as needed.

Other tasks as assigned, including potential target marketing and sales assignments.

Qualifications:

Minimum 2 years of Box Office experience or performing arts-related customer service experience

Strong attention to detail and proactive monitoring of processes with excellent communication skills and financials.

Must possess strong critical thinking, problem solving, and organizational skills.

Ability to multi-task, work under deadlines, and work flexible hours.

Ability to address time-sensitive customer service issues in a professional and efficient manner.

Previous CPR/First Aid certifications are a plus; Jacob's Pillow will provide additional certification training.

Valid driver's license preferred

Compensation: Annualized salary range of \$32,000-\$34,000, less tax withholdings payable on a biweekly disbursement schedule; complimentary meal service beginning June 1, 2021 through the Festival; complimentary housing, if necessary.

To Apply: Please email cover letter, resume, and references to vbutler@jacobspillow.org, with "Box Office Manager" in the subject line.

All inquiries and materials will be confidential. Please do not mail hard copies. No phone inquiries, please.

COVID-19 Information

Jacob's Pillow is observing COVID-19 protocols to ensure the safety of all employees who plan to work during Festival 2021. Protocols will address those who will reside on campus in all aspects of Pillow lifestyle including food, accommodations, travel logistics, health care, and workplace standards. Accepting employment at Jacob's Pillow this summer will require a commitment to maintaining social distancing, masking, and testing practices on an ongoing basis for the duration of the term and require employees to uphold the values of a community agreement that recognizes safety as top priority in both the decisions made in the workplace and each person's daily life. This protocol will evolve due to changing conditions, and is subject to change in accordance with local laws and regulations and medical direction.

If you are considered for the position, we will ask that you reserve at least 7 days prior to your employment start date to begin quarantining. If you must travel to the Pillow by air, train, or bus we will discuss a specific plan with you.

ABOUT JACOB'S PILLOW

Jacob's Pillow is committed to providing an inclusive, diverse, accessible, and equitable environment that cultivates the celebration of the art of dance and its positive impact on communities. Jacob's Pillow's mission is to support dance creation, presentation, education, and preservation; and to engage and deepen public appreciation and support for dance. Organization-wide values include inclusion, leadership, integrity, flexibility, partnership, and sustainability.

Jacob's Pillow
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For more information:
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