

Thursday, July 22, 2021

BOX OFFICE & CUSTOMER SERVICE MANAGER

Company: Flushing Town Hall
Location: Flushing, NY

► [Share](#) | [Print](#) | [Download](#)



Flushing Town Hall (FTH) presents multi-disciplinary global arts that engage and educate the global communities of Queens and New York City, in order to foster mutual appreciation. As advocates of arts equity since 1979, we support local, immigrant, national, and international artists, developing partnerships and collaborations that enhance our efforts. As a member of New York City's Cultural Institutions Group (CIG), we serve to restore, manage and program the historic 1862 landmark on behalf of the City of New York. FTH celebrates the history of Queens as the home of Jazz, by presenting the finest in Jazz performance. We are committed to arts education and hands-on learning, for the arts-curious, arts enthusiasts, and professional artists. We serve one of the most diverse communities in the world, and strive to uphold the legacy of inclusiveness that has defined our community since the Flushing Remonstrance of 1657.

FTH seeks a professional to join our Marketing & Community Engagement Department as Box Office & Customer Service Manager. This position reports to Director of Marketing and Community Engagement.

PRIMARY RESPONSIBILITIES INCLUDE:

- Maintain the highest standard of customer experience
- Manage box office staffing, scheduling and training. Interviews for freelance box office staff, staffing, training and scheduling to ensure coverage at all FTH events, and rentals as needed.
- Manage FTH's Customer Relationship Management System (AudienceView Professional, formerly known as OvationTix) for ticket sales
- Set up and maintain ticketing pages for website and ticket sale
- Process advance ticketing online, in person and via phone
- Respond to all box office phone and email inquiries and messages
- Process day-of-show will-call, walk-in and comp ticket orders at events
- Daily, weekly, and post-event reports
- Maintain customer database
- Develop and implement group sales research and outreach
- Gift Shop support, ie: generating sales & consignment reports (Box Office & Gift Shop share same space), occasionally serving as shop salesperson, as needed
- Any other administrative duties reasonably related to the functions described above

EXPERIENCE & SKILLS:

- Must have experience in Box Office or visitor services related work
- Proactive, self-starter
- Strong organizational and customer service skills
- Possess excellent communication skills
- Capable of carrying out a wide array of duties
- Work well in a team environment with minimum supervision
- Responsible and flexible
- Passion for the arts—particularly music, dance, theatre, puppetry, and the visual arts
- Previous experience with any ticketing software is strongly required
- Bilingual ability a plus.

This position is a part-time (minimum 20 hours a week; \$24/hr; no benefits) and will require consistent evening and weekend availability. Browse Flushing Town Hall's website at www.flushingtownhall.org. For consideration, e-mail a cover letter and resume to schoi@flushingtownhall.org with "(YOUR NAME): Box Office & Customer Service Manager" listed in the subject line. No phone calls or mail submissions. Flushing Town Hall is an equal opportunity employer.

Flushing, NY, 11354
7184637700
www.flushingtownhall.org

schoi@flushingtownhall.org
7184637700

[< back](#)

[previous listing](#) • [next listing](#)