

Monday, March 14, 2022

Box Office Manager

Company: Jacob's Pillow Dance Festival
Location: Becket, MA
Compensation: \$842.00 weekly, less tax withholdings

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Jacob's Pillow seeks a *Box Office Manager* 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.

Status: Full-Time, Seasonal (immediate hire through September 4, 2022)
5 day work week immediate hire through June 3, 2022
6 day work week June 6 through September 4, 2022

Location: Becket, MA
Compensation: \$842.00 weekly, less tax withholdings

COVID vaccination is required as a condition of employment.*

A person is fully vaccinated for COVID-19 more than 2 weeks after having received the second dose in a 2-dose series (Pfizer-BioNTech or Moderna), or more than 2 weeks after having received a single-dose vaccine (Johnson and Johnson [J&J]/Janssen).

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.
- Collaborate with the Theatre Manager and House Managers during shows to ensure prompt show times and help mitigate any problems that may arise.
- 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 finances
- Excellent communication skills
- Must possess strong critical thinking, problem solving, and organizational skills.
- Ability to multitask, 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.
- Tessitura ticketing experience highly desirable
- Valid driver's license preferred.
- Successful completion of a Background Screening
- Copy of Covid 19 full vaccination card required

The Pillow will provide three meals per day in the Stone Dining Room during posted hours of operation beginning late-spring through the Festival; complimentary housing if necessary.

*additional booster required April 4, 2022

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 Dance is a registered 501(c)(3) not for profit organization and an equal opportunity employer. Jacob's Pillow provides equal opportunity for all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This policy also prohibits employees from harassing any other employees for any reason including, but not limited to, race, religion, sex, national origin, age, or disabled status.

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