

Box Office Manager

Position Overview: TheatreWorks Silicon Valley seeks a collaborative, detail-oriented, and enthusiastic Box Office Manager. Reporting to the Director of Marketing, the Box Office Manager oversees ticket sales for all productions and event programming while upholding the highest level of customer service.

Organization Overview: Founded in 1970, TheatreWorks Silicon Valley has grown from a truly original Silicon Valley start-up to become the peninsula's leading professional nonprofit theatre company. In 2019, TheatreWorks was honored to receive the Regional Theatre Tony Award, the most prestigious tribute in American theatre. Now in our 55th season, TheatreWorks presents a wide variety of contemporary plays and musicals, as well as revitalizing great works of the past. We are champions of new work, offering artists support and a creative home as they develop exciting new stories for the American theatre. Offstage, arts education programs in our schools and arts engagement programs in our neighborhoods uplift our audiences and strengthen community bonds. Whether onstage or off, in everything that we do, TheatreWorks seeks to celebrate the human spirit and the wonderful diversity of our Silicon Valley community.

Employment Type: Full-time Exempt

Key Responsibilities:

Ticketing Operations:

- Oversee all aspects of ticketed packages including building events within Tessitura, preparing renewal mailings and facilitating sales.
- Oversee all aspects of subscription seating including seat changes, printing and distribution of tickets, and subscriber exchanges.
- Coordinate with the development department and provide support with VIP and event services.
- Assist with the set-up of events by collating all on-sale information and creating precise and accurate documentation for use by the box office and other departments.
- Attend sales and marketing meetings as required.
- Manage the installation of theatre lobby including concessions set up.
- Manage and train ticketing staff to ensure efficiency in inside sales and outside sales operations.

Revenue Generation:

- Identify and pursue ticket revenue generating opportunities.
- Collaborate within the marketing team to devise and implement sales strategy for single ticket campaigns.

- Craft a price matrix per production/event to track sales and highlight appropriate price changes, to maximize revenue.

Sales Reporting:

- Prepare box office and event sales reconciliation for the finance department.
- Record and deposit payments received from the box office, concessions, and donations.
- Manage database imports and provide internal database support as needed and support the finance department during the annual audit.
- Maintain payment gateways and work with systems providers as needed.

Qualifications & Competencies:

- 3-5 years of related ticketing experience, with demonstrated project management skills.
- Proficiency with CRM systems and Microsoft Office Suite with an advanced knowledge of Excel. Experience with Tessitura, a plus.
- Excellent attention to detail and the ability to problem solve.
- Ability to work independently and collaboratively in a fast-paced environment, balancing multiple projects and deadlines.
- Passion for the arts, flexibility, and the ability to remain calm under pressure.
- Work evenings and weekends, including attendance at events and performances as needed.

Compensation Range: \$70,000 annually, based on experience and qualifications.

You Should Apply: TheatreWorks' commitment to producing the highest quality programming is dependent on building a community whose members come from diverse cultures, backgrounds, and life experiences. We join with a growing number of theatres in the movement to ensure that those who have been excluded historically are at the decision-making table, reflected in our programming, and represented on our staff. We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

To Apply: Please email a cover letter and resume to Director of Marketing, Lorraine VanRod at lvnrod@theatreworks.org.