

# **Buffalo Philharmonic Orchestra**

## **Box Office Manager Job Description**

- Provide exemplary and proactive customer service to patrons
- Manage night-of-concert ticket sales
- Work with finance department for timely performance settlements
- With Director of Sales and Director of Marketing, develop and implement sales policies and procedures to ensure consistent handling of message, sales, exchanges, refunds, etc.
- Manage all aspects of ticketing system as it relates to events accounts and transactions, including but not limited to event creation, pricing, patron account coding, system permissions, special offers, troubleshooting and reporting
- Maintain box office equipment and supplies, including ticket stock, ticket mailing materials, etc.
- Maintain Box Office phone system; update outgoing messages regularly, check and return all voicemail messages in a timely manner

### **Ticket Sales Management:**

- Serve as ticketing liaison to all departments
- Manage all ticketing fulfillment for subscribers, donors, sponsors and special constituencies
- Manage all ticket inventory appropriately; practice demand-based pricing to ensure maximum revenue generation and audience perception
- Communication of any special needs for patrons to venue management, as appropriate
- Assist in management of group sales and telemarketing campaigns as needed
- Maintain web sales module of ticketing system to ensure ease of sales for online patrons, including customization of HTML pages, troubleshooting, etc.

**Marketing:**

- Complete subscription and single ticket sales reports on a weekly basis ensuring accuracy and timeliness
- Other duties as assigned.

**This position reports directly to the Director of Sales and works closely with all staff. This job will require hours during nights and weekends.**

**QUALIFICATIONS:**

Experience in customer service and/or sales required. Outstanding customer service skills is a MUST

Must have superior interpersonal and communication skills. Be a self-starter with the ability to work as a team in a fast-paced, goal-oriented environment, the ability to multi-task successfully-General computer proficiency; able to use Microsoft Word, Excel, Outlook and PowerPoint; will receive training in using Patron Edge ticketing system-excellent organizational, verbal and written communication skills-Knowledge and/or interest in classical music and/or performing arts helpful-College degree required, 3-5 years of box office experience, preferably in arts/entertainment. Salary commensurate with experience.

Please forward resume and cover letter to: [mgiambra@bpo.org](mailto:mgiambra@bpo.org) or by mail to:

Michael A. Giambra, Director of Sales and Patron Services

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