

RAMS HEAD

Company: Rams Head On Stage

Title: Box Office Manager

Effective Date: February 28, 2018

Department: Box Office

Reporting To: Rams Head Annapolis General Manager

Job Type: Full-Time

Location: Annapolis, Maryland

Summary

Oversee the overall day to day operations of the ticketing department from the daily sales to scheduling staff for daytime and evening operations. The Box Office Manager will ensure a hospitable and efficient operation. Responsible for monitoring the Ticketfly ticketing system, ticket account management and fulfillment, supervise and direct box office employees. This role is highly visible and interacts with sponsors, vendors, clients, and artists. Leads by example at all times and provides the highest level of customer service to all guests, vendors and clients.

Qualifications

- Excellent customer service
- Ability to lead, train and motivate a team
- Highly organized, with a strong attention to detail
- Ability to multitask in a fast-paced environment
- Excellent verbal and written communication and documentation skills
- Good problem solving and strategic thinking skills

Responsibilities

- Demonstrate exceptional level of customer service, respond promptly to customer inquiries, and train all Box Office personnel in customer service standards
- Actively sells Premium On Stage Experience to customers
 - Including the weekly Premium On Stage Experience email blasts
- Educate oneself on the shows – descriptions, genres, pricing, etc.
- Develop and maintain documentation and training material on Box Office policies and procedures
- Hiring, training, scheduling and supervision of ticket office staff. Making sure that all staff is fully trained in handling customer issues and explaining policy regarding ticket sales
- Efficiently & accurately handling purchases and distribution of tickets
- Reconciling any issues between ticket sales & accounting
- Works with the booking & marketing team to:
 - Manage ticketing holds and artist ticketing requirements
 - Fulfill marketing department ticketing needs
 - Manage on site marketing efforts (posters in venue, exit flyers, etc)
 - Check in artists merchandise & execute returns post event
 - Check new show builds for accuracy
- Keeps box office clean, tidy and prepared for the day
- Assist with facility management, including:
 - Checking orders for accuracy
 - check writing / handling of money
 - assisting vendors when needed
 - signing for deliveries, as needed
- Other duties as needed

If you feel this position is for you, please email your resume to:

careers@ramsheadgroup.com