

**TAMPA THEATRE announces the following
EMPLOYMENT OPPORTUNITY:**



POSITION: Box Office & Operations Manager
CLOSES: Wednesday, June 21, 2023, 4:00 pm
EMPLOYMENT STATUS: Permanent, Full-Time
SALARY & BENEFITS \$41,000-\$46,000, Plus Benefits Package
REPORTS TO: Senior Operations Manager

Tampa Theatre is an Equal Opportunity Employer.

OVERVIEW

The successful applicant will become a key member of the Tampa Theatre's intrepid full-time staff who work to protect, preserve, and program the Theatre for the benefit of the community. A beloved community landmark since 1926, Tampa Theatre today is a 501(c)(3) non-profit organization that presents more than 700 films, concerts, education programs, and special events each year. This individual will help oversee and effectively manage the day to day Box Office Operations for Tampa Theatre by performing a variety of administrative, public relations, and clerical functions, providing support for daytime and evening operations as required. The Box Office Manager will ensure a hospitable, smooth, and efficient operation. Additional responsibilities may include acting as the initial point of contact with rental clients regarding the booking of Tampa Theatre facilities and assisting with or taking the lead on operational projects as assigned. This position leads by example at all times and provides the highest level of customer service. General work hours fall between 10:00 AM and 6:00 PM, Monday through Friday; however, given the nature of the arts and entertainment business, evening and weekend work will be required for major reserved seating events and certain other events as they may occur.

Public Contact:

This role is highly visible and interacts with patrons, donors, members, sponsors, volunteers, community-based partners, vendors, and rental clients. Extensive public contact requires that the candidate possess the ability to deal both tactfully and effectively with individuals and groups on every level and have the ability to handle problems, guaranteeing the smooth and effective operation of the Theatre and the utmost in customer satisfaction.

ESSENTIAL JOB FUNCTIONS:

Box Office Management

- Masterfully performs any and all functions of a box office cashier and provides relief coverage to daytime box office staff as needed.
- Prepares all needed documentation, reports, and reconciliations for settlements.
- Reports sales to outside promoters, partners, and key Theatre personnel.
- Produces weekly film box office reports for distributors.
- Responsible for WILL-CALL and MAILED ticket printing and reporting.
- Assists in the packaging, postage, and delivery of mailed concert/live events.
- Oversees WILL-CALL activities associated with major events, troubleshoots and resolves ticketing issues and helps to resolve seating issues in coordination with the Front of House Manager.
- Provides detailed sales and financial reports on a timely basis; maintains all ticket office records.
- Knowledge of cash management principles and/or procedures including the ability to sort, check, count, and reconcile.
- Prepares, provides, and accounts for the cash made available to box office personnel for ticket sales.
- Knowledge of credit card operations and procedures.
- Assists the Senior Staff in maintaining a strong and cordial relationship with the Tampa Theatre Board of Directors, Members, Donors, and Sponsors particularly, as related to ticketing issues.
- Keeps up to date with industry ticketing practices, protocols, and system developments to ensure best value effectiveness and disseminates relevant knowledge to other staff members.

Operations Management

- Keeps all Front of House and Box Office personnel informed of changes to or new developments in planning for Theatre sponsored and/or rental events.
- Assists in building film and reserved seating events in a timely, accurate manner as programming is scheduled
- Processes new and renewing Tampa Theatre membership payments and produces Membership fulfillment packages.
- Handles the processing and reporting of business and box office checks and recurring credit card payments in our portal.
- Assists in coordination of reservations, payments, and communications as necessary regarding the Tampa Theatre summer camp registration process.
- Assists as coordinator for outside security staff and volunteers during major live events.
- Helps reinforce house safety policies for all events, especially touring shows with outside crews and rental clients.

- At the direction of the Senior Operations Manager, assists in reviewing and correcting a daily master reconciliation report.
- May conduct regular off-site pick-up and delivery runs.
- May distribute mail and other communications internally.
- General filing, tasks and other duties as assigned.

Rental Client Coordination

- Responds to initial rental inquiries via email, phone, and in-person.
- Provides preliminary information regarding rates, scheduling, and feasibility.
- Conducts initial facility walk-throughs with prospective rental clients.

JOB BASED COMPETENCIES:

- Knowledge of theatre box office administration including strong public relations skills.
- Knowledge of and experience with Ticketmaster, Ticketforce, Efix, and/or other similar computerized event ticketing systems and ability to learn, implement, and manage new systems.
- Ability to express oneself clearly and concisely, orally and in writing.
- Strong general math skills, including the ability to handle cash-related transactions accurately and ethically.
- Sufficient accounting training and/or experience to properly reconcile box office reports, employee shift paperwork, and oversee other employees' reports.
- Ability to receive and respond to a wide range of public inquiries, disputes, complaints, and special problems involving errors in transaction charges, seat assignments, and/or other related situations.
- Ability to take initiative and prioritize multiple competing tasks.
- Excellent time-management, problem-solving, and organization skills are essential.
- Ability to analyze facts and to exercise sound judgment.
- Ability to understand and follow complex oral and written instructions.
- Ability to work with close attention to detail and to maintain confidentiality.
- Ability to establish and maintain effective working relationships with other employees, the general public, performing artists, and their representatives.
- Skilled in the use of computers in a PC, Windows-based operating environment and proficient in Microsoft Office programs Excel, Word, and Outlook.
- Ability to work adaptable and irregular shifts, including nights, weekends, and holidays, as required by the event schedule.
- Ability to work professionally, and support management decisions in a positive, tactful manner.

MINIMUM QUALIFICATIONS:

Graduation from an accredited high school or a general equivalence diploma (GED) plus three (3) years experience in the field of box office and / or front of house administration, preferably in a live event or movie theater environment; or the equivalent in education, training, and experience, providing the necessary knowledge, skills, and abilities. Information Technology or Spanish language skills a plus.

PREFERRED QUALIFICATIONS:

Experience working as a Manager, General Manager or Box Office Manager in a busy multi-plex movie theater, as a Manager, Concessions Manager, and/or Event Coordinator at a mid-to-large sized event venue.

Volunteer supervision experience a plus.

Experience with eTix, Ticketmaster or other similar ticketing systems a plus.

Experience with MICROS/Oracle point-of-sale system a plus.

Knowledge of current Information Technology trends and platforms a plus.

Proficiency in Spanish language a plus

PHYSICAL REQUIREMENTS:

Position requires walking, stooping, bending, reaching, standing for short periods of time, the occasional lifting of items up to 30 lbs. and the ability to frequently climb and descend stairs. Position also requires hearing to accurately understand information at normal spoken word levels and visual observation for reviewing, checking, preparing, and maintaining written and computer files. Manual dexterity to operate standard office, data entry, and other related equipment is required.

APPLICATION REQUIREMENTS:

Please send cover letter describing qualifications, resume, three business references and completed application form to job@tampatheatre.org, with subject line: Box Office Manager. Please clearly label all attachments & include a listing of all attachments within the body of the email. Hard copy application packages may be mailed to: Tampa Theatre-Box Office, ATT: JOBS, 711 N Franklin Street, Tampa, FL, 33602. Application packages may be dropped off in person at the same address, Monday-Friday, 10:00 AM-6:00 PM ONLY. No phone calls please.

TIMELINE:

Applications deadline: Applications must be received no later than June 21, 2023, 4:00 pm

Interview Notification: The highest scoring applicants will be notified via email, no later than June 29, to arrange a preliminary interview.

Targeted Hire Date: mid-to-late July