



BOX OFFICE MANAGER (HYBRID, PART-TIME POSITION)

Job Summary

The WYO Box Office Manager is in charge of all aspects of ticket operations pertaining to customer service, ticket sales and communicating concert updates with the general public. This position is hybrid, with approximately 80% of work being virtual and 20% in-person. The Box Office Manager reports directly to General Manager and works with Concert Committee. This is a part time, stipended position, late September through mid-May, on average 1-3 hours a week, except for two major event weeks, Holiday Concert (usually 2nd week in December) or the Gala (mid-May). The Box Office Manager is expected to attend every WYO public event/concert.

VIRTUAL DUTIES

- Using Patron Manager, set up all ticketing/events in concert software, handle all pre-concert sales.
- Setting up Facebook events/utilizing social media, posting relevant ticket information and concert updates as needed.
- Reconciling event financials with General Manager & Bookkeeper.

IN-PERSON DUTIES

- Oversee day-of sales, answering ticket inquiries and running the box office at concerts.
- Overseeing/coordinating concert volunteers/interns front of house logistics.

SHARED DUTIES

- Concert and venue planning with the General Manager, Operations Manager & Artistic Executive Director.

Desired Attributes & Qualifications

- Ability to work as a member of a team with regard to coordinating performances and events.
- Knowledge of Google Docs/Drive required. Knowledge of Weebly & Patron Manager, Mailchimp considered highly desirable.
- Excellent communications skills (face-to-face and telephone).
- Bachelors and/or Associates Degree preferred, or relevant previous job experience.
- Must have the ability to work independently, meet deadlines and attention to detail.
- Desire to promote youth education and empowerment, and enrich the cultural life of central Massachusetts.

Compensation

Compensation commensurate with experience. Independent contractor (benefits are not included and taxes are not withheld from paycheck). Employment is contingent upon successful completion of a CORI check, including a check of your employment references.