

# Seasonal Box Office Manager – Mountain Winery

## **Position Description**

Position Title: Seasonal Box Office Manager – Mountain Winery

Department: Box Office

Date: 4/1/12 – 10/15/12

Location: San Francisco, CA

## **POSITION PURPOSE:**

The Mountain Winery is a boutique amphitheater located in Saratoga, CA. The concert season consists of 60 to 70 shows from June 1 to September 30. The Box Office Manager will be responsible for handling all of the ticketing functions during the concert season. The position requires experience and fluency building and managing ticketed concert events.

## **EXAMPLES OF DUTIES / SUPPORTIVE FUNCTIONS:**

Preparing the show build for 60+ events during the concert season.

Confirming ticket prices, capacities, and gross potentials against confirmation memos.

Coordinating show build information.

Hiring and managing on site event staff.

Work all events during the concert season. Manage event staff and deal with resolving on site customer service issues regarding ticketing.

Coordination and delivery of tickets for sponsors, promotions, etc.

Maintaining complimentary ticket logs.

Processing in house orders.

Working with accounting to set up deposit schedule for box office receipts on an event by event basis.

Undertake other duties and special projects as assigned.

## **SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY**

Knowledgeable in state of the art box office systems (Outbox, Ticketmaster)

Knowledge of and interpreting ticketing reports including but not limited to event evals, qualified audits, MOP reports, customers and geographical sales reports

Strong customer service skills.

Knowledge of best practices for ticketing.

Excellent computer skills (including MS Word, Excel, and Outlook) with ability to quickly learn new programs as needed.

Superior verbal and written communication skills.

Superior organizational and administrative skills.

Ability to work independently with little supervision, handle multiple tasks simultaneously, establish priorities, meet deadlines, and solve problems as they arise.

Must be comfortable working under deadlines

Must be able to handle confidential matters with absolute discretion.

Ability to work long and flexible hours.

### **QUALIFICATION STANDARDS**

#### **Education:**

College degree or equivalent preferred.

#### **Experience:**

Minimum 3 years of comparable ticketing experience required

Experience in cash management.