**POSITION TITLE:** Box Office Manager  
**POSITION TYPE:** Tour  
**TRAVEL REQUIRED:** 100% Travel  
**POSITION LOCATION:** Nationwide  
**SUPERVISORY RESPONSIBILITIES:** Oversees Box Office Staff  
**REPORTS TO:** Director of Ticketing  
  
**POSITION OVERVIEW:** The primary role of the Box Office Manager is to manage the daily operations of the box office for the UniverSoul Circus on the tour. A self-starter, the Manager travels to each market and directs, schedules, coordinates all box office staff providing training as needed. Enforce box office procedures, Manager handles large volumes of tickets and cash, completes audits, ticket setups, sales and deposits. Works collectively with management, effectively problem solves and provides superior customer service to both internal and external clients.  
  
II. SUMMARY OF ESSENTIAL JOB RESPONSIBILITIES:  
  
Include, but not limited to the following:  
Supervise and manage the staff and daily operations of the box office.

Train staff on Ticketmaster systems and other aspects of the Box Office.  
Provide customer service, Ticketmaster, and sales training to staff as appropriate.  
Develop and/or update written box office operational procedures for staff.  
Maintain Ticketmaster systems manuals.  
Work with Human Resources Office to handle personnel issues as necessary, i.e. staffing, terminations, corrective actions, performance reviews etc.  
Create and maintain work schedule for ticket sellers.  
Issue banks to Box Office Representatives at beginning of their shift.  
Ensure box office sellers have sufficient change to handle transactions.

Handle/reconcile large sums of money utilizing prescribed cash controls.

Work in a fast paced environment and handle heavy workload that can present stressful situations.  
Close out ticket sellers at end of their shift ensuring all monies balance with sales reports.  
Close out box office, count all cash and credit card transactions, and reconcile revenue.  
Handle any overages/shortages by the staff, deposit overages and ensure ticket seller pays any shortages before closing.  
Prepare revenue for bank deposit at the end of the night and give sealed bank deposit to Tour manager.  
Prepare and transmit daily reconciliation reports to corporate office.  
Oversees ticketing, seating and customer service issues necessary in servicing UniverSoul Circus guests;  
Interact closely with touring operations department dealing with moving the box office and equipment from city to city.

Organize and prioritize work to meet deadlines.  
Ensure box office is set up to operate in a timely manner.

Work extended and/or irregular hours including nights, weekends and holidays, as needed.