

**Club Fugazi Experiences Position Description**  
**Ticketing & Box Office Manager**  
**April 27, 2021**

**Job title:** Ticketing & Box Office Manager

**Reports to:** General Manager

**Location:** Club Fugazi,, 678 Green Street, San Francisco

**START DATE:** Position starts in May 2021

**PURPOSE OF THE JOB:**

Oversee the day to day operations of the ticketing department across all ticket sales channels for advance and daily sales including scheduling and managing staff for daytime and evening operations. The Ticketing & Box Office Manager will ensure a hospitable, smooth and efficient operation. Responsible for building out and monitoring the Club Fugazi Experiences ticketing system, tracking daily sales and deposits, ticket account management and fulfillment, supervising and directing reservationists, cashiers and volunteers. This role is highly visible and interacts with customers, sponsors, vendors, clients, and other presenting and producing organizations. Always leads by example and provides the highest level of customer service to all guests, vendors and clients.

**ESSENTIAL JOB FUNCTIONS**

- Be the primary contact with the Club Fugazi Experiences (CFE) ticketing solution provider to ensure smooth set up and ongoing operation processes and as required trouble shooting.
- Work with CFE internal and external stakeholders and key clients to set up events, maintain seating manifests, maintain financial records, and manage the preparation, presentation, and settlement of all event box office statements.
- Advise and assist with the implementation, reporting, and generating of event reports using the CFE ticketing system.
- Overseeing the daily, weekly, monthly and yearly sales of tickets and entering, submitting and monitoring data as required.
- Reconciling any issues between ticket sales and general management including shortages or overages in cash drawers.
- Develop and maintain documentation and training material on Box Office policies and procedures.
- Work closely with general management on executing proper cash handling and cash control procedures.
- Work closely with general management and marketing and sales team to establish and monitor pricing, suggesting variable pricing adjustments where appropriate.
- 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.
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and train all Box Office personnel in customer service standards.
- Review and maintain the phone tree system, on hold content and system efficiency.
- Booking, assisting and greeting groups or tours as they plan a trip to Club Fugazi for an event or building tour.
- Monitor and provide rapid response for time critical issues and troubleshooting.

## **QUALIFICATIONS:**

- Minimum Qualifications:
- Three to five years Box Office experience
- Minimum of three years management experience strongly preferred.
- Strong customer service experience and attention to detail.
- Knowledge of the Club Fugazi Ticketing system is preferred.
- Must be able to work well independently and to manage, train, and motivate others.
- Excellent verbal and written communication and documentation skills required.
- Candidate must be able to successfully handle multiple priorities in high stress situations.
- Proficiency with Microsoft Office including Word, Excel, Outlook, PowerPoint and other Windows applications required.
- Position requires the ability to accommodate a flexible schedule, including evenings, weekends, and holidays, as well as being able to perform in a fast-paced, dynamic work environment.
- Candidate should have cash handling experience and experience in scheduling staff members.
- Candidate must also have the ability to work with the public and possess conflict resolution skills.

## **COMPENSATION:**

- This is a full time position with benefits.
- Salary to be established commensurate with experience.

## **TO APPLY OR INQUIRE PLEASE E MAIL RESUME AND REFERENCES TO:**

- Eric Eislund, General Manager, Club Fugazi Experiences @ [eric@act5ent.com](mailto:eric@act5ent.com)

## **ABOUT CLUB FUGAZI EXPERIENCES LLC:**

Club Fugazi Experiences has been formed to reopen and operate the historic Club Fugazi theater in North Beach. We envision the Club Fugazi experience as one that pulls together the extraordinary history of the venue, the vibrant character of the neighborhood, and a best-in-class new entertainment production. A visit to the Club will immerse the patron in a welcoming and highly curated environment where the room itself, the staff, the concessions on offer, and the show(s) all work together to create an experience that you want to keep coming back to, that you want to bring your friends, family, and coworkers to, and one that feels quickly like a new friend. The staff will be diverse, friendly, experienced hosts who will make all feel welcome and like guests in our own home.