



**Box Office Manager**  
**(Full time, year-round position)**

The Box Office Manager will oversee the overall day to day operations in the box office for our live concert venue located in Cohasset, MA. This role is highly visible and interacts with patrons, members, all levels of staff, and artists. The candidate must lead by example and always maintain a high level of customer service and be able to handle customer service issues or complaints in a fair, professional, and courteous manner. This position reports directly to the Operations Manager.

**Responsibilities include, but are not limited to:**

- Oversee both venue box office operations and all box office duties.
- Fully in charge of ticketing system, managing ticket sales, and processing of tickets for efficient delivery for all events.
- Manage venue club membership programs through ticketing system.
- Manage gift card program through ticketing system and Givex gift card system.
- Handle all special ticket requests such as ADA seating, Group sales, Sponsor's tickets, TLC's, Mutually Agreed Lists/tickets, promotion tickets, Fan Club tickets, VIP tickets, agent and artist tickets, etc.
- Prepare and maintain reports for all receipts and cash deposits for box office transactions and all ticket sale sources.
- Prepare efficient reports for various departments and ensure accuracy of all information.
- Monitor all box office operations and services and prepare schedule for all box office personnel to facilitate sales to customers.
- Train and prepare working schedules for all seasonal box office personnel.
- Maintain inventory of all box office supplies and inform office manager to place orders.
- Monitor all customer requests and complaints and train all box office personnel to ensure optimal level of customer service to provide resolution and process all orders.
- Perform troubleshoot on all ticket sales activities.

**Qualifications:**

- Minimum of 3-5 years box office management/ticketing experience
- Knowledge of ETIX is preferred.
- Must be available to work on all shows.
- Experience in scheduling staff and approving payroll.
- Customer service focus; committed to catering to the customer.
- Highly effective interpersonal skills, problem-solving abilities, and leadership skills required.
- Ability to create, analyze and interpret financial reports.
- Ability to effectively present information to management and respond to complaints from customers.
- Requires a varied schedule including show day evenings and weekends.

*\*\* Please note that due to the nature of our business, all staff are required to be fully vaccinated.*

**To Apply: Please send your resume and cover letter to: [kwalsh@themusiccircus.org](mailto:kwalsh@themusiccircus.org)**