

THE BARTELL

Bartell Community Theatre Foundation
113 E Mifflin St, Madison WI 53703

Position Title Box Office Manager

Reports To Executive Director

Job Summary

This position reports directly to the Executive Director. The Box Office Manager will often serve as the face and voice of the Bartell Theatre and will provide friendly, quality customer service to ensure smooth operation of the box office. Responsible for programming and monitoring the PatronManager ticketing software, tracking monthly sales, and ticket sales. This role is highly visible and interacts with patrons, renters, and our Participating Theatre Companies (PTCs): Madison Theatre Guild, Mercury Players Theatre, StageQ, Strollers Theatre, and Madison Ballet.

Essential Duties and Responsibilities:

- Foster and maintain working relationships with the PTCs and renters
 - Demonstrate excellent customer service skills, respond promptly to patron inquiries and requests (including in-person, over the phone, and via internet)
 - Build and maintain all ticketed events for theatre companies and rentals
 - Train all box office and house manager volunteers for all PTCs
 - Update and maintain documentation for box office training materials
 - Schedule box office and house manager staff for rental events
 - Handle daily ticket sales and any customer service issues
 - Prepare semi-monthly sales reports, box office invoices
 - Attend monthly board meetings as required
 - Create weekly email blast
 - Troubleshoot ticketing system issues
 - Update website as needed
 - Perform other duties as required
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Qualifications

Minimum Qualifications

- Previous customer service experience required
 - Ability to provide excellent customer service
 - Excellent verbal and written communication and documentation skills required
 - Candidate must be able to successfully handle multiple priorities in sometimes high stress situations
 - Candidate should be comfortable working on a PC platform and proficient in Microsoft Office
 - Candidate must also have the ability to work with the public and possess conflict resolution skills
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Desired Qualifications

- Previous box office or customer service experience
- Ability to prioritize, identify critical issues and work towards results
- Ability to work with multiple organizations proactively and professionally
- Knowledge of ticketing software, specifically Patron Manager
- Knowledge of Wordpress (and similar)

Position Schedule: Tuesday-Friday, 1or 2pm-6pm; some nights and weekends (16 to 20 hours per week)

Compensation: \$18/hour

Benefits: This position does not qualify for health benefits.

To Apply:

Please send cover letter and resume to: kirkstantis@bartelltheatre.org