



BOX OFFICE MANAGER

ABOUT TRIAD STAGE

A professional regional theater based in Greensboro, NC, Triad Stage celebrates diverse voices, perspectives, and lived experiences through the arts. We have recently redefined and restructured our organization and programming with a renewed purpose and commitment to anti-racism and to community standards that shape our work. We celebrate new work, amplify community voices, and share the stories of our changing region. We value our partnerships with arts organizations, university partners, and local businesses. For 20 years, Triad Stage has been known for groundbreaking productions in our downtown facility that includes a 299-seat thrust and an 80-seat flexible cabaret space.

JOB DESCRIPTION

The Box Office Manager reports to the Director of Audience Services and is responsible for all box office and concessions operations for The Pyrlle Theater, UpStage Cabaret, any other location used for Triad Stage productions, and for box office contracts selling tickets for other organizations. This position will prepare ticketing infrastructure in the sales software, schedule and manage Box Office Associates, and perform administrative duties including reporting and general accounting. The Box Office Manager also oversees concessions in our lobby and cabaret bars, ordering stock, staffing and supervising bartenders, and maintaining alcohol safety training for staff.

DUTIES AND RESPONSIBILITIES

The responsibilities of this position include, but are not limited to:

- Schedule and supervise Box Office Associates & Bartenders
- Resolve all ticketing issues and manage complimentary ticket requests, group sales, promo codes and discounts, Good Anytime Passes, gift certificates, and Season Pass sales
- Manage all Box Office incoming and outgoing mailings, including tickets and Season Pass packets
- Work with the marketing team to implement sales promotions, special Season Pass packages, loyalty programs, and other initiatives like Pay What you Can
- Build, edit, and manage all events in our ticket sales platform
- Answer phones and manage the Box Office voicemail system when needed
- Manage school and other groups attending morning matinees
- Execute regular financial deposits and credit card disbursements
- Oversee daily deposits and maintain strict oversight of cash handling. Reconcile any discrepancies daily
- Produce settlement reports on night-of-show and end-of-run and be available to resolve questions with partners, promoters, and rental clients
- Partner with outside ticketing clients to provide services on a contractual basis
- Maintain concessions stock and menu
- Maintain Alcohol ServSafe certification and provide training for front of house staff
- Other duties as assigned

EXPERIENCE AND QUALIFICATIONS

The ideal candidate will have previous experience in audience services, box office management, or customer service. Strong candidates will possess a knowledge of customer relationship management, the ability to work with the public, and experience in conflict resolution. Knowledge of ticketing software is preferable. Must have knowledge of and commitment to the workforce DEIA experience.

COMPENSATION

\$37,000-\$40,000.00. Exempt.

This position is eligible for benefits including health, dental, and vision insurance with employee and company split after 90 days of employment. Life and disability insurance are paid fully by Triad Stage after 90 days of employment. Employees receives 10 paid days off, 8 holidays, and 2 floating holidays to use at employee's discretion. In addition, Triad Stage offices are closed December 25-January 1. After a year of employment, this position is eligible to participant in the company's IRA program with company matching contribution. After 5 years of employment, candidate will receive an additional 5 days of paid vacation.

TO APPLY

Triad Stage is an equal opportunity employer and invites applications from a diverse pool of candidates regardless of race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or sexual orientation.

Please submit a cover letter, resume, and three references with contact information to jobs@triadstage.org with the candidate's name and "Box Office Manager Search" in the subject line.