

**Celtic Colours Festival Society**

**Job Description**

**Box Office & Data Manager**

**March 2023**

## **Position Summary**

The Box Office & Data Manager is responsible for managing the Box Office, related systems, and staff, as well as providing high quality service and support to Celtic Colours International Festival customers and donors.

The responsibilities of the Box Office & Data Manager will include hiring, training, and scheduling Box Office staff, managing Box Office systems including Theatre Manager software and customer and donor data, venue seating layouts, ticket sales, and donations as well as reporting on and evaluating these aspects of the Box Office. The Box Office & Data Manager will oversee the process of handling customer inquiries, donations, ticket sales, fulfillment, receipting, and complaints.

The Box Office & Data Manager should be comfortable working with a variety of software tools and apps including, but not limited to Theatre Manager, Microsoft Office, and Facebook.

The Box Office & Data Manager is a full-time position reporting to the CEO.

## **Responsibilities**

### **Management of Ticketing Software, Hardware, and IT Support Network**

- Ensuring all aspects of the ticketing system (Theatre Manager March 2023) are up to date and functioning prior to on sale date. This includes performing upgrades to software and hardware as required and updating the ticketing web pages to interface with the Celtic Colours' public website.
- Ensuring that all networks are set up, installed, and functioning properly to sell tickets to all Celtic Colours events and, with the Office Manager, managing the telephone system, internet connections and toll-free telephone numbers with appropriate suppliers for the effective and efficient management of the Box Office and Administrative Office.
- Programming of events and concerts in ticketing system. This includes assigning proper prices, price codes, promotions, and seating maps to each event. This can also include modifying existing seating maps as required and designing new seating maps for reserved seating venues.
- Transferring all event information into ticketing system (show descriptions and artists) and ensuring all venue locations are accurate.
- Generating regular reports, end of day cash/credit balancing within ticketing system along with general database management and daily backup of system.

- Managing inventory of seats for each event based on venue capacity and anticipated number of tickets required for complimentary/giveaways, sponsors, partners, funders and board members.
- Programming of special events and ticket printing services for other businesses or groups.

### Ticket Sales and Venue Relations

- Overseeing overall ticket sales process.
- Performing venue/site visits as necessary to design concert seating plans and define capacity.
- Assisting Marketing Coordinator in identifying, compiling, and confirming community-based ticket sellers and outlets.
- Providing pre-pulled tickets for hosting organizations, venues and/or local ticket sellers to sell in their community. This includes issuing tickets, providing clear and accurate seating maps (for reserved seating venues), and responding to inquiries from all sellers that come through the Box Office.
- Providing Marketing Coordinator and CEO with pre-pulled tickets for sponsors.
- With Box Office staff, notifying venue hosts of any special circumstances leading up to the event, such as group tours, wheelchairs, or support animals.
- With Office Manager, keeping up-to-date records of annual contracts with venue rentals and community host organizations, including reconciliation and reports of community hosts' share of concert ticket sales.
- Overseeing the preparation of ticket kits on the day of each show for Site Managers. Ticket kits include seating maps, diagrams, labels for seats/rows, house list of customers, settlement sheets and any remaining tickets to be sold at the door.
- With Volunteer Coordinator, helping to respond to inquiries from and provide support to Volunteer Site Managers with regards to ticket sales, for an optimum positive customer experience at each show.
- With Communications Manager, organizing complimentary concert tickets for accredited media.

### Management of Box Office and Staff

- Recruiting and hiring new Box Office staff as required.
- Providing staff training on ticketing software, customer service, ticket sales and trip planning, the Festival Guide, and visitor information.

- Scheduling of hours for all Box Office staff.
- Assigning various tasks and responsibilities to Box Office staff.
- Leading “Customer Service” and “Understanding Settlement Sheets” workshops for Site Managers during Professional Development Day.
- Managing merchandise displays.
- With marketing and communications, ensuring hours of operation for Box Office are communicated to the public.

### Customer and Donor Services

- Along with Box Office staff, helping customers with their ticket purchases, trip planning, and processing orders.
- Replying to all information requests regarding the Festival, tickets, venues, accommodations, and travel information that come through emails, the Celtic Colours website, and toll free number.
- Acknowledging, thanking, and receipting of online charitable donations.
- Handling of prospective donor inquiries.
- Working with the CEO and Marketing Coordinator to identify charitable donor prospects through the ticketing system, and working with them to carry out donor acquisition, cultivation, and retention activities.

### Customer and Donor Data Collection, Analysis, and Reporting

- Assisting Marketing Coordinator and Artistic Director with ticket sales projections for each concert venue.
- Compiling ticket sales data and providing sales reports and year-to-year comparison reports on a regular basis throughout the sales season (July to October).
- Assisting the CEO with compiling, analyzing, and reporting donations to inform charitable giving strategy.
- Overseeing visitor survey and ballot data input, analysis, and reporting.
- Providing final sales reports on each event.

*Disclaimer: Job descriptions are not all-inclusive. This job description describes the general nature and level of work being performed by employees assigned to the position. Employees may perform other related duties and tasks as required to meet the needs of the operation.*