



AUDIENCE SERVICES & BOX OFFICE MANAGER

Classic Stage Company is seeking a full-time Audience Services & Box Office Manager. CSC challenges the traditional perception of classic work by exploring and reimagining stories across the world's repertoire.

The Audience Services & Box Office Manager will execute all areas pertaining to the box office and ticket sales, including membership sales, ticket income tracking and reporting, and group sales. The position will oversee part-time Box Office Associates and will report to the Director of Marketing & Communications.

This role is well-suited for an outgoing customer service pro who is detail-oriented, a self-starter, and works well in a small, fast-paced, team-oriented company. The ideal candidate must also be able to work autonomously with unfaltering attention to detail.

RESPONSIBILITIES

- Oversee the box office and manage sales for all CSC events and memberships
- Build and maintain all events, memberships, and reports (Spektrix)
- Staff box office and internal box office phone line during box office hours
- Manage membership program and maintain a sophisticated communications strategy for members
- Administer financial reporting on all earned income
- Maintain data integrity and oversee CRM database (Spektrix)
- Manage and train part-time Box Office Associate
- Work with third-party ticketing vendors on outside sales for CSC events
- Lead group sales campaigns and manage communications/sales with group leaders
- Steer Classic Rewards program with marketing team (neighborhood benefits)
- Collaborate with Outreach & Engagement Associate on audience development initiatives
- Provide excellent and timely customer service to anyone reaching out to CSC's box office hotline
- Work closely with house management and company management to create a warm, welcoming environment for our patrons and ensure a smooth FOH pre-show experience

QUALIFICATIONS

- Experience working with a performing arts ticketing system and CRM database
- Excellent customer service instincts
- Strong communication skills, both written and verbal
- Meticulous attention to detail
- Strong organizational skills, with ability to prioritize
- Ability to flexibly respond to the variables that come from live theater

COMPENSATION

This position is full time, non-exempt. This role has an anticipated start date of August 14, 2023. Salary is \$52,000 per year.

The position will work a 10am – 6pm schedule, Monday through Friday, during non-performance weeks. When shows are running, the Audience Services & Box Office Manager will generally work 12pm – 8pm. This work will include covering box office shifts on weeknights (evening curtains are at 7pm).

The role will be based primarily out of CSC’s administrative offices in Gramercy and will also work some hours from the theater itself on East 13th Street.

CSC offers a hybrid work option for administrative staff, with administrative staff having the option to work remotely on Mondays and Fridays. Due to the nature of this position, when a production is running, alternate arrangements can be discussed for this role.

PLEASE APPLY

If this position sounds like the perfect fit for you, please apply! In addition to your resume, send along a cover letter that tells us a little bit about yourself beyond your work history. We'd love to know more about you and hear why you're interested in this role and what you're looking for in a new position. You can submit all of these materials via email to jobs@classicstage.org with “Audience Services & Box Office Manager” in the subject line.

The health and well-being of our artists, staff, and audiences is of utmost importance to us. CSC will be in compliance with all CDC, Federal, NY State, and NYC guidelines as well as union COVID-19 Safety Protocols for Off-Broadway Productions for Fully Vaccinated Companies. It will be a condition of employment all CSC employees are fully vaccinated, which as defined by the CDC is more than 14 calendar days following receipt of a final dose of an FDA or World Health Organization authorized or approved vaccine and staying up-to-date on all authorized or approved boosters.

CSC is committed to being an anti-racist organization. CSC recognizes the responsibility we bear to make our theater a place where all artists, audiences, and staff feel supported and at home. To learn more about CSC’s commitment we encourage you to visit <https://www.classicstage.org/commitment>.

Classic Stage Company values diversity and provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, parental status, military service, or other non-merit factor. In addition to federal law requirements, Classic Stage Company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.