



425 Lafayette Street  
New York, NY 10003

## Box Office Manager

The Public Theater is seeking a Box Office Manager to join the Box Office team. As the Box Office Manager, you will oversee daily operations and activities of The Public Theater Box Offices to optimize ticket sales for events and performances while delivering a customer service experience focused on kindness and accessibility for all. The Box Office Manager executes various administrative duties related to ticket sales and fulfillment, membership and partner acquisition and renewal, special events, accounting, reporting, list generation, and audience analysis. The Box Office Manager maintains staffing plans, policies and administers training programs to encourage the highest level of guest satisfaction.

### RESPONSIBILITIES

- Hires, trains, schedules, and manages Box Office staff to service all ticketed presentations.
- Ensures staff is knowledgeable about Public Theater events, skilled in selling tickets, processing orders and requests, providing superior customer service, answering phones, and attending to required office support tasks.
- Maintains knowledge of CRM software to maintain customer accounts, process sales and exchanges, hold and open seat inventories within 24 hours of scheduled performances, reserve seats, and enable price types and performances as needed.
- Responsible for the planning, execution, and maintenance of all ticketed events within 24 hours of a scheduled performance. This includes, but is not limited to, the computer programming of events, seat maps, prices, dates, and seating holds; and the processing, printing, and distribution of all tickets including those sold through third-party sources.
- Develops, maintains, and documents box office policies and procedures. Ensures Box Office staff compliance with these policies and procedures.
- Maintains annual budget for full-time Box Office staff, part-time staff, and materials with regular communication updates with Director of Audience Services of any variance(s).
- Participates in planning and coordination of annual membership and partner campaigns.
- Actively contributes to outbound sales initiatives for group sales.
- Maintains season performance calendar for Audience Services teams.
- Assist in preparation of box office and staff for daily curtains (ensure batch ticket printout, order racking, GA assignment, emergency seat holds, open radio to house staff and company management, etc.)
- Manages staff and works sales window during daily curtains, ensuring positive customer experiences and on-time house turnover.
- Complete end-of-shift reporting duties. Sign off on staff's daily user drawers, and report errors or irregularities.
- Maintain equipment and supplies to keep a well-stocked, clean, and organized box office.

### REQUIREMENTS

- Five-plus years of professional manager level customer service experience within an active box office and/or call center.
- Proficiency with Tessitura ticketing / CRM programs strongly preferred.
- Highly organized, motivated self-starter that can multitask and juggle priorities during peak seasons.
- Ability to sit or stand for long periods of time using a desktop computer.
- Proficiency with Microsoft Office Suite and Google Office Suite
- Excellent organizational, communication, and analytical skills.
- Must be flexible and dependable, and have an enthusiastic and positive attitude
- Able to facilitate a collaborative work environment.

- Capable of problem-solving through appropriate channels.
- Deal effectively and courteously with all guests' needs and customer service issues and project an absolute air of professionalism.
- Delegates responsibilities as appropriate and able to effectively oversee a staff with differing skills, experience, and abilities.
- Experience in leading support staff and ensuring that work is completed in a timely, efficient, and professional manner.

### **COVID/VACCINE**

As a condition of employment, the Public will require all employees who report to work on-site (either at the Public Theater or any other workspace or performing location) to receive the COVID-19 vaccine.

This is a non-exempt full-time position, according to the Fair Labor Standards Act.

*Starting salary is \$55,000* and benefits such as paid time off, insurance plans, and possible pension after 5 years vesture.

This position is available immediately, please visit [thepublic.nyc/ptbom](https://thepublic.nyc/ptbom) to apply.

### **ABOUT THE PUBLIC**

The Public is theater of, by, and for the people. Artist-driven, radically inclusive, and fundamentally democratic, The Public continues the work of its visionary founder Joe Papp as a civic institution engaging, both on-stage and off, with some of the most important ideas and social issues of today. Conceived over 60 years ago as one of the nation's first nonprofit theaters, The Public has long operated on the principles that theater is an essential cultural force and that art and culture belong to everyone.

Under the leadership of Artistic Director Oskar Eustis and Executive Director Patrick Willingham, The Public's wide breadth of programming includes an annual season of new work at its landmark home at Astor Place, Free Shakespeare in the Park at the Delacorte Theater in Central Park, The Mobile Unit touring throughout New York City's five boroughs, Public Forum, Under the Radar, Public Studio, Public Works, Public Shakespeare Initiative, and Joe's Pub. Since premiering HAIR in 1967, The Public continues to create the canon of American theater and is currently represented on Broadway by the Tony Award-winning musical Hamilton by Lin-Manuel Miranda and John Leguizamo's Latin History for Morons. Their programs and productions can also be seen regionally across the country and around the world. The Public has received 59 Tony Awards, 169 Obie Awards, 53 Drama Desk Awards, 54 Lortel Awards, 32 Outer Critic Circle Awards, 13 New York Drama Desk Awards, and 6 Pulitzer Prizes.