

## EDMONDS CENTER FOR THE ARTS / EDMONDS PUBLIC FACILITIES DISTRICT

**POSITION:** Box Office Manager

**EMPLOYMENT STATUS:** Permanent, **0.75 Full-Time**, Non-Exempt

**REPORTS TO:** Executive Director

**SUPERVISES:** Box Office Staff

**POSITION SALARY RANGE:** \$49,920-\$62,400 (\$24.00-\$30.00 per hour)

**BENEFITS:** This position is eligible for a prorated competitive package including:

Medical, Dental, Vision benefits available. • Participation in the Washington State PERS retirement plan and ability to enroll in the Deferred Compensation Plan. • Company paid LTD and Life Insurance, with option to enroll in voluntary plans. • Employee Assistance Program (EAP) • Healthcare & Daycare Flexible Savings Accounts (FSA) • Up to 7.5 days of vacation time per year, up to 9 days of sick time per year, and 14 paid holidays per year.

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### Position Summary:

EPFD/ECA's **Box Office Manager** plays a key role in supporting the organization's ticketing operations and ensuring a positive, efficient experience for patrons. This dynamic and customer-focused position plans, organizes, and manages the overall operations of the Box Office at Edmonds Center for the Arts (ECA). They supervise box office staff, handling ticket sales and customer inquiries, and providing essential reporting to support ECA's strategic goals.

The Box Office Manager ensures the sale of tickets for events at ECA is efficient, accurate, and customer friendly and acts as primary contact and Box Office decision-maker for events. They build all events within the ticketing system, manage ticketing reporting, and oversee accuracy of data entry and management as it relates to ticketing. They will also oversee associate scheduling and ensure events are appropriately staffed and will act as a liaison for ECA with promoters and clients and coordinate and disseminate event information with appropriate ECA staff.

The Box Office Manager will work closely with the marketing, development, and operations teams to maximize ticket sales and deliver exceptional service to all ECA patrons. By coordinating with various team members and understanding the community connection and impact of our patrons, the Box Office Manager contributes significantly to the overall success of ECA's mission. This role is highly visible and interacts with sponsors, vendors, and clients. Like all employees at EPFD/ECA, a Box Office Manager must collaborate well with all team members and remain committed to EPFD/ECA's mission, vision, and goals, while contributing to their evolution.

A Box Office Manager at EPFD/ECA is committed to justice, equity, diversity, and inclusion, and strives to continuously reflect these values within both internal and external relationships. They value a diverse team, are welcoming of different perspectives and approaches, and make sure that their colleagues and partners feel valued and empowered.

### Essential Functions

#### Box Office:

- Oversees and collaborates with appropriate departments for all event setup and administration in ECA's ticketing system
- Oversees the accuracy of event set-up for ticket sales and builds events.
- Oversees all aspects of preparation and communication from on-sale through event day.
- Ensures daily deposits are made and audits processes, with accurate reports submitted to accounting in a timely manner.
- Ensures Box Office is run efficiently and accurately on a daily basis and encourages excellent customer service at all times.

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Signature/Date

- Responds to guest requests and/or grievances; identify, research, and resolve guest issues by interacting as needed with various personnel to develop effective communication to resolve issues and inquiries.
- Manages purchasing, stocking, storage, and organization of box office equipment and supplies.
- Acts and/or supports as manager on duty for performances and events and takes responsibility for Box Office functions and supervision, including taking event shifts.
- Issues complimentary tickets and pulls promoter/group ticket orders.
- Works with appropriate leadership to administer the full range of ADA compliance and supervises oversight of ADA customer inquiries and ADA event seating procedures.
- Continue education/training on ECA's ticketing system to maintain a high level of efficiency.

**Leadership:**

- Provides leadership and oversight of ECA's Box Office activities.
- Directly supervises Box Office Supervisor with overall management of box office staff.
- Oversees scheduling of box office staff and volunteers to work and manage all events that take place on ECA's campus to ensure adequate coverage for all activities.
- Responsible for customer service training and other job specific training as well as provide appropriate mentorship and development for box office staff
- Facilitate proper inter-departmental communications and organization.

**Admin & Finance:**

- Prepares and maintains accurate and detailed box office records including ticket sales and associated revenue reports
- Oversees and ensures strict financial oversight of all box office transactions and adheres to EPFD/ECA's cash handling policies.
- Manages, and tracks departmental budget and resources effectively.
- Works with the Executive Director to develop business plans and concepts for ECA's Box Office.
- Works with the Executive Director and Associate Executive Director to develop policies and procedures to ensure operating policies and procedures in the box office are up to date.

**Other**

- Attend department, staff, and other production-related meetings, as required.
- Support ECA employees with tasks as needed (e.g., setup and strike of VIP dinners and other events)
- Participate in other projects and duties as assigned.

**PREFERRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Effective communication, interpersonal skills, and conflict resolution skills, including ability to work effectively with various departments, external partners, and diverse teams.
- Strong problem-solving skills to troubleshoot and address issues quickly and effectively.
- Excellent attention to detail and time management skills.
- Inherent comfort level for quickly adapting to changing environments.
- Ability to take initiative, work independently and collaboratively to solve problems and improve efficiency.
- Ability to create and implement systems for process improvement.
- Ability to manage simultaneous, multiple projects, establish priorities, and meet deadlines.
- An ability to exercise a high level of professionalism, judgment, and above all, discretion, and confidentiality.
- Excellent computer skills including MS Office.
- Knowledge of and interest in the performing arts, a plus.

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## QUALIFICATIONS, EDUCATION AND EXPERIENCE:

- Bachelor's Degree in a relevant field or equivalent of education, training, and experience.
- Experience leading and managing, supervising, training, and motivating a team.
- Minimum of 3 years progressive work experience in a performing arts venue as a box office manager, or similar, and/or associated experience in a retail environment.
- Demonstrated experience in a box office with a computerized ticketing system required with experience in performing arts/entertainment preferred. *While not required, Audience View and/or Spektrix experience is preferred.*
- Demonstrated cash management experience (e.g., collecting/handling payments, preparing deposits, credit card transactions, and settlement reports).
- First Aid Certification (within 1<sup>st</sup> 90 days).
- A valid driver's license and acceptable driving record is required for those in positions that may operate company vehicles.

## WORKING CONDITIONS:

This position may have a moderate to high stress level associated with dealing with crowds of public visitors. The environment is mainly indoors, however position may occasionally be required to work outdoors and exposed to the elements (heat, rain, etc.).

This is a .75 full-time position; hours of work are typically during the standard work week but must be flexible and varied to meet the demands of the events of the department and facility. Must be able to work extended and/or irregular hours including day, nights, weekends, and holidays, as needed. Must have reliable transportation.

- Standard office environment for administrative tasks. Moderate level of movement around the venue, often at a quick pace. Includes prolonged periods of remaining in a stationary position in an office setting and operating a computer.
- May require ability to continuously stand or walk for extended periods.
- May require lifting, climbing, carrying, bending, stooping, squatting, and kneeling for extended periods of time.
- Ability to lift up to 40-pound items, occasionally up to 50+ pounds with or without assistance, while maintaining good balance.
- Ability to work more than 8 hours in a single shift.
- Unexpected interruptions occur often, and stress level is moderate to high.
- Noise level is quiet to moderate.
- Ability to observe details at close range during computer use and document review.
- Repetitive use of hands and wrists on computers, telephones, and equipment.
- Ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- May require occasional travel.
- The person in this role must be able to perform the essential functions with or without accommodation.