

PianoFight Box Office Manager Job Description

The Box Office Manager is responsible for all ticketing and Box Office functions at PianoFight's SF and Oakland locations as well as assisting the Booking Manager with space rentals. This requires excellent customer service skills, as well as the ability to manage a small team and interface with artists working at the space.

Specific Tasks Include

- Work 3-5 Box Office shifts per week
- Schedule other Box Office staff as needed
- Interview and train new Box Office staff
- Create event listings in Eventbrite and Facebook
- Manage ticketing inventory through 3rd party vendors
- Interface with producers and update their event listings as needed
- Respond to customer calls and emails about ticketing and venue questions
- Attend weekly Box Office meeting with Operations Director and other staff
- Maintain a Box Office budget and work within budgetary requirements
- Create financial reconciliations for renters after their shows
- Help to improve Box Office documentation and procedures in an ongoing basis
- Assist Booking Managers with renter communication and show scheduling

Skill Requirements

- Friendly, and great with customer service
- Extremely organized and detail oriented
- Ability to manage a small team
- Showing up on time is a must

Hours

- 32-40 hours a week
- Most evenings must be available

Pay

- \$20-\$22/hour depending on experience

Benefits

- 50% off food and drinks at the restaurant
- Free tickets to shows on off nights
- Working in San Francisco's premiere indy arts venue