

# Box Office Manager

**This position reports to the Front of House Manager.**

- Ensure the front of house area and its immediate vicinity is tidy and presentable at all times.
- Greet all patrons/visitors to the box office in a professional and courteous/pleasant manner.
- Retrieve and process reservations from and/or answer box office telephone.
- Provide information in person and over the phone to visitors/callers regarding show days/times/prices/policies; keep an adequate supply of documents regarding same at box office and/or entrance for distribution to visitors
- To answer patron questions and concerns efficiently and courteously - if you cannot answer the question or feel uncomfortable with a situation pass it on to the house manager.
- Process general ticket requests and reservations.
- Keep track of all box office sales, including those made with cash, check or credit, as well as complimentary tickets.
- Ensure that an accurate box office report is filled out, signed and turned in to the house manager at the conclusion of each performance.

I, \_\_\_\_\_ have read the above job description for my duties as \_\_\_\_\_ for the production of \_\_\_\_\_. I realize that these duties may be adjusted for, but not limited to the following reasons, show complexity, crew size, crew experience, etc. I will carry out my duties to the best of my abilities and ask questions when I need help.

Signed & Dated,

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<b>Student</b>	<b>Faculty</b>