

## 2022 Box Office and Customer Service Manager

Hudson Valley Shakespeare Festival (HVSF), a critically acclaimed, professional, nonprofit theater company, is seeking an experienced **Box Office and Customer Service Manager** for its summer festival season. Located one-hour north of Manhattan, HVSF has established a reputation for lucid, imaginative, engaging, and highly inventive productions. Each year, its productions attract a total audience of 35,000+ from Westchester, Putnam, New York City, New Jersey, and beyond. HVSF also has an extensive and highly regarded education program, which reaches over 15,000 students in the tri-state area through a variety of in-depth programming. The company's mission is: Rooted in the landscape of the Hudson Valley, with the plays of William Shakespeare as our touchstone, HVSF engages the widest possible audience in a theatrical celebration of our shared humanity.

HVSF seeks an energetic, warm, and highly organized **Box Office and Customer Service Manager** to join HVSF's summer Front-of-House team and lead a small but dedicated group of seasonal Box Office Support Staff, including an Assistant Manager. Working in close partnership with HVSF's Audience Services Manager, Director of Production, and Stage Managers, the **Box Office and Customer Service Manager** will ensure consistent and efficient handling of nightly on-site operations. This position reports directly to the Director of Marketing & Communications.

### Overall Objectives

As the first point of contact for nearly all theater patrons, the Box Office and Customer Service Manager will maintain the highest level of customer service for all audience members, donors, and members of the public, in person, by phone, and via email. They will monitor and respond to ticket inquiries, execute sales, welcome visiting groups, lead nightly will-call setup and removal, coordinate seating adjustments and upgrades in concert with the Audience Services Manager and Director of Development, nurture and support a warm work environment for the entire Box Office and Front of House team, and work to ensure the most welcoming experience for visitors.

The Box Office and Customer Service Manager is the primary manager of HVSF's CRM system, Spektrix, for ticketing and customer data. They will maintain clean customer records by establishing a set of HVSF Data Best Practices, merging duplicates, updating patron information for accuracy, and training Box Office Staff to adequately review and confirm patron information. Working closely with the Director of Development and Director of Marketing & Communications, this position will support ticketing needs for members of HVSF's Saints & Poets Society and Festival Circles Program.

### Duties Include

- Oversee, manage and train HVSF Box Office team of staff members including one Assistant Box Office and Customer Service Manager
- Build and prepare HVSF's ticketed season in Spektrix and assist in all preparation for tickets to go on sale for advance sales online and by phone
- Collaborate with Director of Marketing and Communications and Audience Services Manager to refine audience Covid safety procedures for the 2022 season
- Communicate with ticket holders about protocols and procedures in place for the 2022 season
- Oversee digital ticketing system and management
- Serve as primary point of contact and customer service liaison for visiting patrons, buyers, and groups
- Assist with interviews, hiring, and training of seasonal Front-of-House staff prior to the season
- Report on and process daily box office reports, and securely deliver any funds to the Bookkeeper
- Navigate HVSF's credit card processing portal, Vantiv/Worldpay, and be able to research chargebacks and individual transactions
- Monitor nightly audience counts, future inventory, and make sales recommendations to the Director of Marketing & Communications
- Execute and maintain accurate programming of all ticketed and ancillary events within Spektrix
- Provide information to the Audience Services Manager for nightly Front-of-House reports, and patron/staff feedback to the Director of Marketing & Communications for continued improvement of the HVSF experience
- Prepare bi-weekly schedules for Box Office Staff using HVSF's scheduling platform, Sling
- Execute the setup and breakdown of the on-site digital will-call system in collaboration with the Audience Services Manager and the Box Office staff

- Interface with on-site Production and Front-of-House Staff, Staff at The Garrison, and HVSF Administrative Staff
- Communicate information about upcoming events and special promotions to Box Office Staff and patrons
- Communicate regularly with the Director of Finance and Director of Marketing and Communications in publishing daily and weekly Box Office reports, data management, and earned revenue planning
- Generate and maintain a variety of automated and on-demand reports for all departments via Spektrix
- Familiarize themselves and training staff in HVSF's safety and evacuation procedures
- Supporting ancillary Education, Marketing, and Development events as needed
- Collaborate with third party ticket distributors and community organizations (TodayTix, TDF, Playbill, etc) to serve as a direct contact in managing sales, inventory, and revenue
- Assist with outreach to community groups and partners to widen HVSF's audience of ticket holders
- Collaborate with the Director of Marketing and Communications and Audience Services Manager on ensuring a safe, enjoyable, and optimal customer experience from when a patron purchases a ticket until they get home after a performance
- Track and manage all HVSF donated gift certificates to community organizations
- Implement and support ticketing for HVSF's 2022 streaming programming
- Support HVSF in its work to become a more anti-racist organization and its commitment to ensuring equity, diversity, and inclusion for audiences and employees
- Support HVSF in fostering our core values of Excellence, Inclusion, Generosity, Playfulness, and Sustainability and in our work to become an anti-racist institution.
- Other duties as assigned

### **Qualifications and Experience**

The Box Office and Customer Service Manager must have:

- Two or more years of experience in a Box Office Management or Assistant Management role
- Excellent knowledge of and proficiency in a ticketing/CRM platform, Spektrix experience preferred
- Knowledge of and proficiency in Microsoft Office and GSuite products
- Superior organizational skills
- Comfort and experience working with large quantities of numerical data and reporting
- Patient, attentive, and friendly Customer Service skills and strong ability to read customer's needs
- Administrative or leadership experience that demonstrates excellent judgment, attention to detail, grace and quick thinking under pressure, and a strong affinity for teamwork

### **Personal Characteristics**

Our ideal Box Office and Customer Service Manager will:

- Be a highly motivated self-starter and quick learner
- Demonstrate a consistently high level of warm, welcoming, and thoughtful customer service
- Be able to quickly and effectively diffuse high-tension situations and positively respond to a variety of customer personalities
- Be able to manage multiple special projects and deadlines while meeting nightly operational needs
- Be a skillful collaborator and good-humored, "hands-on" team member

### **Terms and Compensation**

This is a seasonal, full-time commitment starting as soon as possible through September 2022 requiring weekend and evening availability and paid \$800 per week. Hourly work may be offered for the remainder of 2022 and in some of the winter months, based on availability. The work for this position is primarily in-person with some remote work possible. All staff members at HVSF are required to be fully vaccinated against COVID19.

### **To Apply**

To apply, please send your resume and a cover letter in PDF format to [jobs@hvshakespeare.org](mailto:jobs@hvshakespeare.org) with the subject "[Your Name] - Box Office and Customer Service Manager". *No phone calls, please.*

HVSF is an equal opportunity employer dedicated to building a culturally diverse and equitable environment, and we strongly encourage applications from BIPOC (Black, Indigenous, People of Color) candidates. Candidates from populations underrepresented in the theater field are strongly encouraged to apply.