

The Santa Fe Opera Box Office

Assistant Box Office Manager

Reports to Box Office Manager and Audience Services Director

Year round, full-time exempt

SUMMARY DESCRIPTION

This position is primarily responsible for excellent customer service, requiring the ability to work independently, exercise judgment and initiative, as well as communicate effectively with customers and colleagues. Under general guidance, performs difficult to complex projects and programs pertaining to the efficient handling of individual, subscription and group ticket sales. Assists with ticket sales via telephone, mail order, in-person, and the Internet. Provides direction and management of Subscription Sales.

DUTIES & RESPONSIBILITIES

General Box Office:

- Provides excellent service to patrons and promotes positive and pleasant image of the company to the general public, staff, supporters and Board members.
- Displays a sound understanding of the opera company, the repertory, the Tessitura computer system and all general information that goes through the Box Office.
- Follows the guidelines and protocols set forth in the Box Office policies and procedures.
- Assists with subscription renewal process, mailing of materials and contact with patrons.
- Answers email correspondence directed to the Box Office inbox in a timely manner.
- Works closely with marketing team on the creation of all marketing materials, print and digital.
- Manages The Santa Fe Opera's donation program, including donations sponsored by other departments and through the Opera America programs. Maintains all related files and communicates with organizations requesting donations as well as with winners of donated tickets.
- Coordinates with other departments within the organization to meet their ticketing needs.
- Assists with management of other opera sponsored events.
- In absence of the Audience Services Director and Box Office Manager, provides direction and management of Box Office; assists with supervision of seasonal representatives, clarifying policies and procedures.

Education/Experience/Competencies:

- Requires high school diploma and at least 2 years of related managerial experience. College, non-profit and arts organization experience preferred.
- Excellent customer service skills.
- Ability to work under deadlines, and to complete projects in a timely manner.
- Ability to communicate clearly and work well with people in a variety of positions, including colleagues, management, Board members and volunteers.
- Ability to work independently, knowing when to ask for guidance but working with initiative.
- Attention to detail and accuracy, along with the ability to effectively handle multiple tasks in a busy office, and ability to accurately handle large sums of money.
- Computer literacy with Microsoft Office and other Windows based programs.
- Tessitura Ticketing Database knowledge helpful.
- Flexibility and the ability to work in a changing, artistic, fast paced environment.

Location: The Santa Fe Opera

Compensation: \$40,000 to \$45,000