

CRESTED BUTTE MUSIC FESTIVAL

Box Office Manager

Employment type: Paid Job

Department: Reports to Executive Director

Position Type: Seasonal Employee

The Crested Butte Music Festival's 21st season begins June 23, 2017 with around 40 performances in varied music genres. As the Festival Box Office Manager, you will be part of a dynamic team selling tickets, welcoming audience members, answering questions, and assisting with patrons with seating.

- Sell tickets for the Festival at designated box office locations and from the phone.
- Manage all support issues with ticketing and address all messages and email regarding sales. Set up a schedule to respond to support and sales issues on day's events are not produced to ensure no sales are missed.
- Provide excellent customer service and Festival information to patrons.
- Oversee patron entrance and ticketing at all events. Work with team members including Event Manager, Facility Manager, Bar and Production Staff to produce excellent Festival events.
- Communicate sales numbers by day to event management team members for coordinating an organized patron seating process at each event. Assist all patrons with finding seats according to purchase.
- Report on current sales numbers, availability and other reconciliation reports as needed by other departments.
- Perform office management and support tasks such as answering phones and relaying messages or issues to team members.
- Determine all necessary tech, hardware, and software needs related to ticketing software by location. Order products and infrastructure items as needed.
- Hire, train, manage and evaluate seasonal Ticket Sales team with the Executive Director and Marketing Manager.
- Oversee the box office staff schedule and staffing for all dictated hours of operation.
- Coordinate proper sales training with Marketing Manager to ensure exemplary customer service and up-sell tactics.
- Maintain and develop Festival ticketing and sales procedures for staff and

patron. Work with Executive Director to ensure messaging aligns and is properly distributed.

- Ensure daily reconciliations for box office and merchandise are performed to standards determined by accounting manager.
- Maintain existing expense budget for the box office including all expenses/income for staff, software, processing fees, and sales.
- Troubleshoot all technical problems related to ticketing and sales. Communicate issues with the Operations Coordinator and Executive Director.
- Learn and keep current on general information regarding the Crested Butte Music Festival.

Desired Experience

- Experience in positively interacting with the public
- Ability to easily talk to strangers
- Comfortable handling money
- Strong Organizational skills
- Professional Appearance required
- Must be able to stand outside on feet for entire 6-8 hour shift and to lift 25 pounds.
- Experience managing a team is not required, but will be desirable.

Interested applicants should submit resumes and references to humanresources@mycbmf.com.