

**Title:** Box Office Manager  
**Status:** Full-Time, Seasonal (February 1 through September 3)  
5 day work week February 1 through June 19  
6 day work week June 23 through September 3  
**Reports to:** Director of Patron Services  
**Works with:** All departments  
**Supervises:** Festival Interns, Box Office Staff

### **Opportunity**

Jacob's Pillow seeks a Box Office Manager for this full-time, seasonal position. Working with the Patron Services Manager, the Box Office Manager is responsible for overseeing box office operations, managing box office staff and interns, and helping to educate patrons on Jacob's Pillow Dance Festival. This position requires a person with excellent customer service skills and strong attention to detail.

### **Responsibilities:**

- Provide superior customer service to Jacob's Pillow patrons through phone, in person, and online interactions by processing purchases and answering questions about Jacob's Pillow Dance Festival, area restaurants and attractions, driving directions, artist programming, and dance in general.
- Work closely with the Director of Patron Services to supervise day-to-day Box Office operations including opening and closing for the day, pulling ticket reports, and other administrative tasks.
- Troubleshoot and expedite ticketing issues in a prompt, decisive, and professional manner.
- Assist in the hiring, training, and management of seasonal box office associate positions.
- Manage data in Tessitura: correcting duplicate accounts, updating information, and working closely with the Development department to manage member information.
- Manage the processing of internal ticketing requests including staff complimentary tickets, faculty requests, artist requests, and others
- Develop and update manuals, ticketing materials, training materials, and box office policies, ensuring that information is distributed to all proper channels
- Work with Director of Patron Services to create end-of-season sales and audience assessment reports including attendance tracking, zip code analysis, young audience buyers, etc.
- Contribute as part of the Patron Services Department in the development, execution, and analysis of sales and marketing strategies.
- Contribute to special event planning and staffing, as needed.
- Other tasks as assigned, including potential target marketing and sales assignments.

**Qualifications:** Candidates should have exemplary ticket services and customer service experience, be highly detail-oriented and organized, and possess the maturity and professionalism to handle high pressure customer service situations. Understanding of dance, experience managing staff, and experience with Tessitura ticketing software are strongly preferred.

**Compensation:** Prorated salary of \$32,000-\$34,000, paid bi-weekly; complimentary meal service beginning mid-May through the Festival; complimentary housing, if necessary.

**To Apply:** Please email cover letter, resume, and references to [vbutler@jacobspillow.org](mailto:vbutler@jacobspillow.org), with “Box Office Manager” in the subject line.

***All inquiries and materials will be confidential. Please do not mail hard copies. No phone inquiries, please.***

Jacob’s Pillow Dance is a registered 501(c)(3) not for profit organization and an equal opportunity employer. Jacob’s Pillow provides equal opportunity for all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This policy also prohibits employees from harassing any other employees for any reason including, but not limited to, race, religion, sex, national origin, age, or disabled status.