

Title: **Box Office Manager**
Entity: EnCana Events Centre
Reports to: Director of Finance
Supervises: Assistant Box Office Manager; Ticket Sellers
Status: Full-Time; Salary

Summary:

The Box Office Manager will control all ticket inventories and oversee the processing of orders and payment including cash balancing and reporting. Utilizing ticketing software, he/she will create ticketing for events, prepare financial reports, manage and participate in the development and administration of an annual budget; direct the forecast of additional funds needed for staffing, equipment, materials and supplies, direct and monitor expenditures. The Box Office Manager is responsible for the selection, training, motivation and evaluation of all Box Office personnel, and the management of all aspects of customer service related to internal and external customers.

Qualifications:

- Post Secondary Diploma in Business Administration or Bachelor's degree in related field preferred
- Minimum two (2) years of increasingly responsible ticketing experience, including supervisory experience and preferably in pro sports
- Demonstrated leadership skills
- Strong verbal and written communication skills in the English language required
- Demonstrated organizational skills
- Knowledge of ticketing applications (Paciolan required),
- Knowledge and experience with MS Word, Excel and Outlook
- Ability to work beyond normal business hours, including nights, weekends and holidays as required

Essential Job Functions:

- Build all events in the ticketing system, including seating manifests, price tables, holds/kills, discounts, pre-sales, etc.
- Oversee all financial reconciliation in regards to daily reports, monthly reports and event settlement
- Manage all information being sent and posted through ticketing system
- Act as systems administrator for ticketing system and liaison between staff, promoters, presenters and the facility
- Responsible for system upgrades, occasional testing of new software and routine maintenance and trouble-shooting
- Prepare all ticketing reports for and work with tenants on system training and related premiums services ticketing
- Update and relay all box-office related event information to each department and client
- Investigate and resolve ticket-related issues
- Responsible for season ticket renewal mailings, processing of season ticket monies and printing/mailing of season tickets
- Responsible for all season ticket holder customer service related to upgrades, priority point systems, etc.
- Responsible for the collection of all ticket monies, tracking of accounts payable/receivable and preparation of sales reports/ticket revenue updates
- Work with sales and marketing departments to set up various ticket discounts and promotions
- Oversee will call for all ticketed events, ensuring compliance to all relevant ticket laws
- Process/fill approved charity tickets requests; document all complimentary tickets issued
- Track attendance for all events, including pre-sales, walk-ups, promotions, discounts, etc.
- Process donor seat selection and retention

- Management of all aspects of customer service as it relates to both internal and external customers, enforcing HYD principles and corporate initiatives
- Direct the creation and control of fiscal budget for the Box Office department
- Plan, organize, and coordinate the Box Office efforts for a public assembly facility, stadium, arena or convention center
- Develop and implement comprehensive ticket sales programs
 - Plan, direct, and evaluate the work of others
 - Provide leadership for Box Office personnel
 - Establish and maintain effective working relationships with internal/external customers
 - Analyze challenges, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of organizational objectives
 - Communicate clearly and concisely in the English language, both orally and in writing
 - Comprehend and make inferences from written sales materials
 - Make basic arithmetic calculations (addition, subtraction, multiplication and division) either manually or through the use of a calculator
 - Work a flexible schedule including early mornings, days, evenings, overnight, weekends, holidays, extended (long) work days and extended numbers of days
 - Exercise confidentiality and integrity upon handling personal and financial customer information
 - Perform other duties as assigned.

Intellectual/Social, Physical Demands and Work Environment:

- The intellectual/social, physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Intellectual/Social demands:

- While performing the essential functions of this job, the employee is continuously asked to multi-task under time limits. Position requires constant attention to precise details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. Employees in this role will constantly be in leadership role; this requires directing others either verbally or in writing to complete tasks in prescribed time frame. This position also requires constant use of interpersonal skills including: ability to direct/motivate/inform staff and foster collaboration, being able to recognize and resolve conflicts, being able to openly communicate in writing and verbally with clients.

Physical demands:

- While performing the essential functions of the job, the employee constantly operates a computer and other office devices such telephones, copy machines, fax machines, etc; occasionally moves about inside the office to access storage areas, cabinets and office machinery; constantly moves about the arena and event sites before, during and after events to service clients and supervise staff; constantly communicates via telephone, email and in-person with others to exchange accurate information.

Work environment:

- The duties of this position are usually performed indoors. The noise level in the work environment is usually moderate to loud during events and minimal during non-event times.