

HISTORIC TENNESSEE THEATRE FOUNDATION
BOX OFFICE DIRECTOR
JOB ANNOUNCEMENT

POSITION SUMMARY

Reporting to the General Manager, the Box Office Director (BOD) is responsible for overseeing all event ticketing and sales duties at the Historic Tennessee Theatre Foundation (HTTF), a nonprofit organization. The BOD is a highly detail-oriented, technology savvy, self-starter with proven management skills that confidently leads a busy department providing exemplary customer service to patrons purchasing tickets and seeking general information about all theatre events. The BOD oversees a full-time box office staff and indirectly supervises 6-8 part-time workers that sell tickets at events. Occasional evening and weekend hours are required as needed.

ABOUT THE TENNESSEE THEATRE

The Tennessee Theatre is an ornate, historic movie palace fully renovated into a multi-purpose performing arts venue. It hosts more than 175 events annually, ranging from touring concerts, comedy, and a Broadway series; resident symphony, opera, and jazz performances; classic movies; children and family events; patron events; and private rental events. It is a treasured architectural landmark and a destination beloved by generations of audiences. The HTTF mission is to preserve and operate the Official State Theatre of Tennessee as an arts and entertainment cornerstone for the cultural enrichment and enjoyment of all.

PRIMARY DUTIES AND RESPONSIBILITIES

Department Manager

- Hire, train, schedule, and oversee full-time and part-time ticketing staff, ensuring a highly functioning department both during regular business hours and at events, equipping and empowering them for independent success.
- Delegate various duties and responsibilities to qualified full-time staff with the intention of building depth, expertise, and redundancy within the department.
- Regularly review staff's customer service interactions and provide direction and feedback for improvement.
- Aid staff and/or assume responsibility for situations involving difficult patrons, complaints, or other negative experiences, ensuring a satisfactory resolution.
- Assign and ensure completion of departmental duties, including but not limited to building events in Ticketmaster (TM1 and Archtics), general patron inquiries, will-call prep, inventorying and ordering of supplies and equipment, donation requests, Youth Arts Alliance ticket requests, internal ticket requests, group sales coordination, daily ticket counts, Broadway sales counts, ticket-related newsletter and website content, mailing printed tickets, etc.

Oversight of Creating Events within Ticketing System

- Ensuring the successful and accurate building of theatre events in Ticketmaster (TM1 and Archtics), including single, stand-alone shows and season/subscription-based performances such as the Broadway series. Requires detailed coordination and clear, accurate, and timely communication with theatre booking and marketing staff and with external tour/production personnel.
- Ensuring the successful and accurate building of events in Ticketmaster for all rental clients of the Theatre, serving as primary liaison on all ticketing-related information with rental client.
- Ensuring departmental excellence in all aspects of modern ticketing, including but not limited to third-party VIP packages, flex ticketing, creating maps, dynamic pricing, internal and external pre-sales, group sales, scalper deterrence, charity fees, promotional discounts, managing multiple ticket-type and hold categories, etc.

Reporting

- Ensuring accurate and timely ticket audits upon request of tour/production in advance of event and for final settlement at end of event.
- Ensuring delivery of periodic (weekly, monthly, and/or annual) reports for official bookkeeping and financial records, ensuring timely, accurate, and complete information.
- Ensuring accurate and timely internal customized reports and lists for booking, marketing, fundraising, research, and other purposes as requested.

Ticket Sales

- Serve as occasional supplemental ticket seller (phone and walk-up) on busy on-sale days, cover for absent ticketing staff, and work as a ticket seller during events, including on nights and weekends.
- Assist as “concierge” ticket seller for donors, VIPs, sponsors, or others identified as deserving “white glove” treatment.

Other

- Demonstrate proactive cross-departmental communication to ensure accuracy and consistency of ticketing-related information within and outside the organization.
- Cultivate and maintain relationships with representatives at Ticketmaster to ensure exceptional administration and support of software and training opportunities.
- Actively engage in professional development, explore industry trends and innovations, and develop a mutually beneficial nationwide network of peers and mentors.

QUALIFICATIONS

- Successful supervision of a minimum of five (5) other FT or PT employees.
- Exceptional computer literacy and proficiency in Microsoft Office Applications. Previous ticketing software experience is a plus.
- Ability to work independently and successfully manage multiple projects with competing deadlines, often in high stress/chaotic environments. Previous special events/venue experience a plus.
- A high attention to detail and strong organizational skills, with an eye for presenting information concisely and accurately.
- Able to proactively communicate internally and externally via phone, email and in person.
- Passionate about excellent customer service, and the ability to inspire and motivate others in this area.
- Strong contributor within a team environment, willing to go the “extra mile” when needed.
- A curious, quick learner with an ability to apply new knowledge.
- Commitment to excellence and continually seeking ways to improve and evolve.

To apply, please email cover letter, resume, and references to jobs@tennesseetheatre.com.