



Assistant Box Office Manager (Part-Time)

Reports to: Box Office manager

It is the mission of the Sharon Lynne Wilson Center for the Arts to serve as the catalyst for lifelong discovery and exploration of the arts. The Wilson Center is a multidisciplinary nonprofit cultural arts facility with a 16-year history of excellence. The Center's programming is designed to transform both individual lives and whole communities through the power of the art; situated in a 400-acre park in Brookfield, Wisconsin, the Wilson Center is recognized as a cultural anchor in the Greater Milwaukee community and focuses on three main disciplines: Performing Arts, Arts Education, and Visual Arts. Since opening in 2002, the Wilson Center has continued to celebrate its five core values of excellence, innovation, passion, stewardship, and collaboration through an outstanding and diverse array of world-class performances, educational programs, classes, festivals, and special events. Currently in its 2017/2018 season, the Wilson Center now annually welcomes more than 45,000 people, including more than 10,000 students every year—many of whom are being introduced to the arts for the first time—and the Center is poised for growth and future success.

We are presently seeking an Assistant Box Office Manager to provide leadership in the delivery of exceptional customer service. S/he assists in the management of box office and front of house operations and plays an advanced role in the administration of the Tessitura ticketing system. The ability to work flexible hours that include evenings and weekends is necessary.

Job Responsibilities

Audience Services

- Serves the public by processing ticket orders (phone, mail, walk-up), answering customer inquiries, and researching and responding to inquiries
- Works in partnership with front of house staff to resolve seating issues during performances/events and responds to customer inquiries with empathy and authority, ensuring a positive experience for all audiences and guests
- Manages the ticketing relationships with our collaborative partners and rental clients who utilize the Wilson Center's box office staff and systems for their event
- Acts as the ticketing point of contact for group sales orders and Beyond the Classroom student series performances
- Works collaboratively with marketing department to create, implement, and manage customer service initiatives that enhance audience and visitor experiences
- Assist Box Office Manager and Marketing department in executing annual subscription and single ticket sales campaigns, to include renewal reminder outreach calls to current subscribers

Tessitura Administration

- Assists in building and proofing events, packages, pricing, special offers, etc.
- Assists Box Office Manager in providing additional training and answering questions for other Tessitura users as needed
- Assists with ticketing and performance reports as requested
- Assists development department with gift entry as needed

Supervising

- Trains and mentors part-time box office representatives
- Trains and schedules part-time ticketing staff
- Assumes lead responsibilities in the absence of the Box Office Manager

Financial and General Administration

- Responsible for proper cash handling, to include managing cash requests/envelopes for multiple events within the venue on a daily basis.
- Works with production department in fulfilling artists' complimentary ticket orders
- Supports marketing in analysis of promotions, ticket offers, and performance sales
- Assumes responsibilities for visual art class registrations when arts education team requires additional assistance during busy months
- Interact positively and communicate effectively internally with Wilson Center staff and board members, rental clients, collaborative partners, teaching artists, performing artists, and tour managers as needed
- Assist Box Office Manager in updating the box office manual on an ongoing basis, as well as ensuring all box office staff are following the most current procedures and processes
- Prints reservation and subscription ticket batches
- Mails and/or files tickets for Will Call pick-up as requested by customer
- Maintains constituent files
- Assists with other duties as assigned

Requirements

- High school diploma required; Bachelors preferred
- Minimum of two years customer service and sales experience in a retail or hospitality setting, with one year of supervisory experience preferred
- Experience working in a box office and/or knowledge of Tessitura or other CRM system preferred
- Excellent written, verbal, and computer skills
- Strong ability to work both independently and as part of a team
- Love of the arts; previous experience working in an arts organization preferred
- Familiarity with the Greater Milwaukee arts community is recommended
- Position will primarily involve weekend and evening hours during the performance season (September-May), with additional daytime hours available

To Apply:

Send a current resume and cover letter via email to boxoffice@wilson-center.com; subject line: Assistant Box Office Manager. Resumes without cover letters will not be considered. No phone calls, please.

The Sharon Lynne Wilson Center for the Arts is proud to have received the 2014 Community Distinction Award as part of Waukesha County Business Alliance's Top 10 Businesses of the Year.

The Wilson Center is an equal opportunity employer and believes in equal opportunity for all employees and applicants. Accordingly, all employment decisions are based on the principles of equal opportunity. These decisions include recruitment, selection, promotion, transfer, discipline, compensation, benefits, training and other personnel actions involving persons in all job titles and shall occur without regard to race, creed, color, religion, sex, age, ancestry, national origin, disability, genetic information, military service, sexual orientation, marital status, arrest and conviction records, the use or nonuse of lawful products off the employers' premises during non-work hours, declining to attend meetings or participate in communications about religious or political matters or any other characteristic protected by law.