

## **Box Office Manager & Assistant to Producing Artistic Director**

Theater at Monmouth, the Shakespeare Theater of Maine, seeks an organized and personable individual to join the organization as the Box Office Manager & Assistant to the Producing Artistic Director. This position is on-site in Monmouth, Maine and will require some weeknight and weekend work.

### **Box Office Manager**

The Box Office Manager of Theater at Monmouth is responsible for the day to day administration of the Front Office. Responsibilities include, but are not limited to:

- Manage sales of single tickets, subscriptions, gift vouchers, group sales
- Train and supervise Summer box office staff including House Manager, Box Office Assistants, and Box Office Interns; Serve as House Manager when needed
- Handle all customer service questions and issues regarding tickets, subscriptions, gift vouchers, and group sales via phone and email
- Reconcile daily Box Office and Donation reports and provide reports to PAD and Bookkeeper
- Manage patron database and ticketing system, including frequent maintenance, maintaining accurate paperwork and documenting all processes of the box office
- Ensure systems and processes for smooth operation are in place and followed
- Manage secure collection of donations and prepare weekly deposits from box office sales, donations, gift shop and concession sales
- Process all donations from receipt of gift to recording in PatronManager; generate thank you/acknowledgement letters for donations received
- Pick up, open, and distribute daily mail from Post Office; bring outgoing mail to Post Office daily
- Support mass/bulk mailings such as solicitations, Silent Auction requests, housing request letters, brochures, and company mailings
- Maintain sufficient office supplies necessary for communicating, documenting, and supporting smooth office function
- Expand Sales to groups and individuals by reaching out to community organizations including camps, schools, Senior centers, and others
- Maintain up-to-date list of contacts for Educational programming

### **Assistant to Producing Artistic Director (PAD)**

The Assistant to the Producing Artistic Director is responsible for providing support to the PAD and the various aspects of running a Non-Profit Theater, including but not limited to:

- Marketing & Media Relations
  - Develop copy for monthly/weekly Email newsletters (Eblasts) throughout the year
  - Manage ad sales (new and returning) for Summer Program Book and follow-up
  - Develop solicitation letters, contact lists, invoices, and budget reports for ad-sales
  - Coordinate distribution of Season & Production posters, including coordinating volunteers and board member distributions
  - Manage the development, writing, and layout for marketing publications, including eblasts/blogs, brochures, posters, postcards, and programs as needed

- Edit Summer Program Book
- Manage and Maintain company Website
- Coordinate Social Media sites and posts
- Develop and Maintain mailing lists for press releases, Eblasts, and brochures as needed
- Attend Marketing and Development Committee meetings as needed
- Company Management
  - Assist in arranging travel plans and coordinating pick up and drop off of hired company members
  - Assist in housing assignments for company members
  - Assist in cleaning company housing in preparation of company arrival
  - Assist in planning and setting up Opening Night Parties
- Development
  - Support annual fund donor renewals and source new donors
  - Maintain systems to process contributions from receipt through acknowledgement
  - Develop and coordinate schedule and letters for direct mail appeals including annual Spring and Fall asks
  - Coordinate, Manage, and Promote all special events, including Annual Silent Auction
  - Strategize with Marketing and Development Committee on various topics, including audience engagement and retention
- Office Support & Theater Business
  - Provide administrative support for all Theater events and activities
  - Attend rehearsals, opening night events, special board meetings, company meetings and education program events as needed.

**Qualifications:**

**Required:**

- Bachelor's degree or higher (in Theater, Performing Arts, Arts Administration, or Non-Profit Management preferred)
- Excellent communication, leadership, and conflict-resolution skills
- Ability to be flexible, think on your toes, and adapt quickly

**Preferred:**

- 2+ years of experience in box office, ticketing, sales management, hospitality leadership, or customer service
- Experience working in Theater, performing arts, or live entertainment
- Working knowledge of Ticketing/CRM systems (PatronManager, Tessitura, or similar), Microsoft Office Suite (Word, Excel, Outlook), Adobe Creative Suite (Photoshop, InDesign) and email marketing tools (iContact, EMMA, Mailchimp or similar)
- Familiarity with social media platforms

**Compensation:**

This is a Full-Time, Year-Round, on-site position that will require some weeknight and weekend work, especially during the Summer Repertory Season. This position is Salaried at \$45,300.32 annually and is exempt from overtime. Health Insurance is not offered **BUT** contributions towards healthcare needs through the ACA Marketplace/CoverME.org can be made.

**To Apply:** Send an email with “Box Office Manager & Assistant to PAD” in the Subject Line with Resume and Cover Letter attached to [dawn@theateratmonmouth.org](mailto:dawn@theateratmonmouth.org) and [boxoffice@theateratmonmouth.org](mailto:boxoffice@theateratmonmouth.org)

Theater at Monmouth recognizes the value of a company comprised of highly skilled people from different backgrounds. We're looking for theatre artists eager to join a strong ensemble company and interested in teamwork, collaboration, and artistic growth, in a creatively charged atmosphere in a beautiful rural community in Central Maine. Theater at Monmouth is an Equal Opportunity Employer. It is the policy of the Theater at Monmouth to employ individuals without regard to gender, race, age, religion, color, national origin, sexual orientation, disability or any other factor made unlawful under applicable fair employment laws. In accordance with such laws, reasonable accommodations are made for persons with disabilities.