

JOB TITLE: Box Office Manager

DEPARTMENT: Marketing & Communications

REPORTS TO: Director of Ticket Services & Database Management

POSITION SUMMARY

The Box Office Manager leads the daily operations of the Box Office and is responsible for executing ticket sales and patron engagement campaigns for the Indianapolis Symphony Orchestra and Hilbert Circle Theatre.

This role ensures operational excellence across all ticketing channels, including in-person, phone, and online sales, while maintaining the highest standards of customer service and efficiency. The Manager supervises Box Office staff, oversees order fulfillment, and serves as the primary escalation point for patron service issues.

The Manager is responsible for implementing subscription, single ticket, and promotional campaigns as developed by the Director of Ticket Services & Database Management and the Marketing & Communications team.

KEY RESPONSIBILITIES

Box Office Operations (Primary Focus)

- Lead the day-to-day operations of the Box Office across in-person, phone, and online service channels
 - Supervise, schedule, train, and evaluate Box Office staff and Customer Care Representatives
 - Ensure adherence to ticketing policies, procedures, and service standards
 - Oversee order fulfillment for all ticket types, including subscriptions, single tickets, group sales, comps, holds, and VIP seating
 - Serve as the first point of escalation for patron service and ticketing issues
 - Maintain a high standard of customer experience and service consistency
 - Coordinate staffing and coverage for performances, concerts, and special events, including evenings and weekends
 - Manage ticket holds, will call, and internal ticket requests
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Sales & Campaign Execution

- Execute subscription renewal, acquisition, and single ticket campaigns as directed by leadership
 - Implement outbound sales efforts, including telemarketing and targeted patron outreach
 - Coordinate campaign execution timelines and ensure deadlines are met
 - Collaborate with Marketing & Communications to support promotional efforts and campaign alignment
 - Support group sales execution in partnership with the Group Sales Manager
 - Monitor daily and weekly sales activity and performance against established goals
 - Prepare and share regular sales and operational reports with leadership
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Audience Development Support

- Support audience development initiatives through frontline execution and patron engagement
 - Assist in implementing retention, upsell, and loyalty-focused campaigns
 - Gather patron feedback and frontline insights during events and daily operations
 - Share trends, challenges, and opportunities with leadership to inform strategy
 - Represent the Box Office at performances and events to enhance patron relationships
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MINIMUM REQUIREMENTS

- Bachelor's degree preferred in business, marketing, communications, or equivalent work experience
 - 3–5 years of box office, ticketing, or customer service management experience
 - Demonstrated experience supervising and developing staff
 - Strong customer service, problem-solving, and interpersonal skills
 - Excellent verbal and written communication skills
 - Strong organizational skills with attention to detail and follow-through
 - Ability to manage multiple priorities in a fast-paced environment
 - Experience with Tessitura or similar ticketing/CRM system preferred
 - Appreciation for the performing arts and interest in the Indianapolis Symphony Orchestra
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TECHNICAL SKILLS

- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint)
 - Ability to quickly become an advanced user of Tessitura ticketing software
 - Comfort working with databases, reporting tools, and sales tracking
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PHYSICAL REQUIREMENTS

- Ability to sit for extended periods while performing daily administrative work
 - Ability to move throughout the theatre and event venues during performances
 - Ability to work outdoors during Symphony on the Prairie and other off-site events
 - Ability to lift and move materials as needed
 - Ability to communicate effectively with patrons and staff in person, by phone, and electronically
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INTERPERSONAL CONTACTS

Internal: Frequent interaction with staff across departments, including Marketing, Development, Production, and musicians

External: Regular interaction with patrons, donors, board members, volunteers, and community partners

CONFIDENTIALITY

This position has access to sensitive patron, donor, and organizational data. The Manager is responsible for maintaining strict confidentiality and ensuring appropriate data handling practices within the Box Office team.

SPAN OF SUPERVISION

Direct supervision of Box Office staff, Customer Care Representatives, and part-time employees. May provide guidance to volunteers and support staff during peak periods.

WORK SCHEDULE & EXPECTATIONS

This position requires a flexible schedule, including frequent evenings, weekends, and holidays in support of performances and events. Regular on-site presence is required during concerts and major sales periods.

SALARY RANGE

\$60,000