



Box Office and Customer Service Manager

Category: Full-time

General Description:

The Box Office and Customer Service Manager provides leadership in the delivery of exceptional customer service while managing all aspects of box office, ticket sales, and our Theatre Manager ticketing and CRM system.

Paid training will be made available.

Responsibilities include:

1. Sales and Ticketing

- Set up season, build shows, and manage ticket inventory and reconciliation for all performances.
- Manage box office operations for all performances.
- Manage the preparation, presentation, and settlement of all box office statements.
- Reconciles daily activity and create daily, weekly, and monthly count reports.
- Build and proof events, packages, pricing, and special offers.
- Manage single-ticket and subscriber sales through our office and at performances.
- Create and maintain the CRM database standards.
- Act as house manager and coordinate volunteer ushers for certain venues
- Provide reports to management as needed.
- Train, manage and schedule part-time Box Office agents.
- Support marketing in analysis of promotions, ticket offers, and outlets.

2. Audience Services

- Demonstrate excellent customer service and respond promptly to customer inquiries.
- Receive and process phone orders and online sales.
- Carry out subscriber benefits such as reminder calls and emails
- Cultivate and maintain the patron experience in the lobby.
- Utilize strong decision-making and problem-solving skills when dealing with patron issues
- Resolve seating issues and respond to customer inquiries with empathy and authority.

Successful candidate will have the following:

Prior experience in box office, retail, or customer service required.

Knowledge of ticketing and CRM systems preferred.



Proven customer service and leadership abilities
Excellent organizational skills and the ability to juggle many tasks at once.
Must be able to take initiative and be a problem-solver.
Pleasant, friendly manner and a sincere commitment to customer service
Passion for the arts
Working knowledge of Windows, Excel, Google docs

Salary and Benefits

This is a full-time, salaried position. Evening and weekend work required. Benefits include medical, dental and vision insurance, paid vacation, personal days, a small and friendly group of colleagues, and a pleasant (if sometimes hectic) working environment.

Theatre Three is an Equal Opportunity Employer

To Apply:

Interested candidates should email a cover letter and resume to Wesley Farnsworth at wesley.farnsworth@theatre3dallas.com.