



BOX OFFICE MANAGER

(Permanent, Full-Time)

For 48 years, The Cultch has presented unforgettable theatre, dance, and music, bringing excellent local, national, and international presentations to thousands of patrons each year. We have a vibrant rental clientele and a unique Youth Program further extending our reach into the community.

Our team members include people like you: enthusiastic, innovative, passionate, and energetic folks who have a love of arts and community and delight in sharing this passion. The Cultch operates three theatres: the Historic Theatre and Vancity Culture Lab at The Cultch on Venables Street, and the York Theatre on Commercial Drive. We believe you will find our culture and community fulfilling, challenging, and rewarding.

The Cultch is committed to an accessible, safe, and inclusive environment. We respect, value and celebrate the diverse experiences of each person and actively encourage everyone to consider joining our team. If you need assistance or have questions at any stage of the application process then please do not hesitate to reach out. Applications from equity-seeking groups are particularly encouraged. Accommodation will be provided throughout the recruitment process to applicants with disabilities.

OVERVIEW

Reporting to the Patron Development Manager, the Box Office Manager is responsible for managing the daily operations for the box offices operated by The Cultch at 1895 Venables Street and at the York theatre at 639 Commercial Drive. The successful candidate must work well in a fast-paced environment, have excellent time management, interpersonal, communication, and human resources skills. Experience in non-profit, charitable arts organizations is an asset.

The duties and responsibilities of the Box Office Manager include but are not limited to:

- Working up to three box office shifts per week
- Train, supervise and schedule box office staff for The Cultch, Vancity Culture Lab and York theatres
- Implement and revise Box Office policies, procedures, and strategies to maximize efficiency and consistency
- Plan, supervise, and maintain the Box Office physical and virtual layout
- Work closely with the Patron Development Manager to oversee all box office ticket set ups including but not limited to Cultch presentations, subscriptions, special events and rental presentations
- Provide ticketing assistance to the rentals department with all ticket related activity for rental presentations, including online setups
- Oversee all box office transactions including, but not limited to sales reports and reconciliations for Cultch presentations, subscriptions and rentals
- Create and maintain audience correspondence for Cultch presentations, subscriptions and on occasion, rental presentations including but not limited to audience correspondence & feedback emails



- Identify solutions to increase box office knowledge, productivity, efficiency, consistency, and customer service
- Provide support to the Marketing & Development departments with various promotions, marketing and donation campaigns
- Participation in The Cultch's accessibility committee
- Troubleshooting to resolve customer service issues and technical difficulties

Required skills and qualifications include but are not limited to:

- Experience working with AudienceView, or another dynamic ticketing system considered a major asset
- Ability to identify solutions using AudienceView to increase efficiency, consistency of the customer journey
- Exceptional customer service and outstanding interpersonal skills
- Proven track record as a successful manager with a focus on motivating staff to achieve goals
- Cash handling, credit card and debit processing experience
- Ability to problem solve under pressure
- Superior organizational and time management skills
- Experience configuring events with a company that has subscriptions and reserved seating venues and non-traditional venues
- Commitment to the value of teamwork and an ability to contribute constructively to the enhancing the systems in place
- A willingness to be flexible and be open to unconventional box office environments & scenarios
- Excellent verbal and written communication skills

Don't have all of these qualifications but are passionate about The Cultch and the work we do? Please tell us about the qualifications you do have! We'd love to hear from you.

DEADLINE FOR APPLICATIONS: Sunday, September 18th, 2022

ANTICIPATED START DATE: Monday, October, 17th, 2022

HOURS OF WORK: This is a full-time, 40 hour / week position, Monday – Friday, with some evenings and weekends required

REMUNERATION: \$45,000 to \$48,000 per annum commensurate with experience, 3 weeks vacation and an extended health & dental plan.

JOB CONTACT INFORMATION:

If this sounds like you, please send your CV and cover letter to hire@thecultch.com with "Box Office Manager" in the subject line