

## **Manager of Box Office and Customer Experience**

Chicago Sinfonietta is currently looking for a full-time Manager of Box Office and Customer Experience, with immediate availability. This position is responsible for managing all Box Office operations, ensuring high quality customer experience, and supporting the Sinfonietta's day-to-day administrative needs.

### **Box Office Responsibilities**

- Act as organization ambassador on phone and in person with majority of patrons
- Creating concerts/events on the box office system and working with venues to set up ticketing
- Fulfilling, tracking, analyzing, and reporting on all ticket sales leading up to concerts
- Maximize single ticket revenue via dynamic pricing
- Coordinating with staff the implementation of the season subscription renewal drive including consulting on renewal letters, other materials
- Capturing and maintaining customer data in CRM
- Review and process ticket donation/gift certificate requests
- Assist the Marketing Department with creation of private group sale ticketing events
- Resolve all customer ticketing issues consistent with the organization's customer service goals
- Reconcile all ticket revenue against CRM ticket sales report, in partnership with accounting
- Serve as front of house staff, and main point of contact, for patrons at all concerts- handling any customer service inquiries
- Work with team to ensure a positive patron experience from purchase to post-performance

### **Administrative Responsibilities**

- Manage volunteer & intern program, including recruiting and scheduling volunteers and interns for all Chicago Sinfonietta needs
- Assist the Education Director with complimentary ticket requests and other administrative needs.
- Work with all departments to compile content for the concert program books, update the digital file through inDesign
- Act as ambassador for the organization by answering all incoming telephone calls during business hours. Screen and redirect the calls when possible.
- Handle all mail and fax issues: incoming, outgoing and distribution to staff
- Log, copy, and distribute all incoming checks
- Support all departments with administrative needs (i.e.: mailing, coordination of postage needs, supplies and volunteer resource needs etc.)
- Oversee and maintain all common work areas and office supplies

### **Skills & Qualifications**

- Bachelor's Degree
- Solid understanding of Microsoft Office (Word, Excel, PowerPoint and Outlook)
- Previous box office experience preferred, but not required
- Prior experience with InDesign and PatronManager ideal
- Attention to detail critical
- Collaborative personality, but ability to work independently as well
- Ability to multi-task and balance time sensitive projects
- Sense of humor and a love for the non-profit sector a must!

### **How to Apply**

Please submit your resume, cover letter, and salary requirements to Courtney Perkins via email at [cperkins@chicagosinfonietta.org](mailto:cperkins@chicagosinfonietta.org). We are looking to fill this position as soon as possible.