

BOX OFFICE MANAGER

LA Opera is seeking a Box Office Manager & Treasurer to oversee all box office and customer service related activities for LA Opera, the LA Master Chorale and The Music Center. This position is an integral part of LA Opera's management team and, as such, holds a shared responsibility to first and foremost protect and promote the long-term interests and health of the Company and its clients. Ensuring positive customer relationships is a key component of the position. Also important is maintaining costs. The department should be managed with the goal of becoming self-supporting as opposed to depending on donations to support box office operations. The box office manager participates in wider strategic planning for the Company, and establishes the strategy and goals for the box office.

Requirements:

- Extensive experience with event ticketing and box office operations (3 year minimum)
- A proven track record of managing teams of employees (5 year minimum)
- Familiarity with ticketing software, preferably Tessitura
- Able to work effectively with other departments and outside organizations
- Excellent communication skills
- Experience with customer service is required; experience in sales is a plus

Duties include, but are not limited to:

- Leading Box Office team to provide exceptional customer service and care.
- Managing the set up, ticketing, payments, tracking and distributing of tickets for LA Opera, LA Master Chorale and The Music Center presented productions, including season subscriptions, single tickets, VIP ticketing, subscriber benefits, holds, comps, press seats and more.
- Managing the setup, ticketing and distribution for other entities using the Dorothy Chandler Pavilion or Grand Park.
- Carefully managing costs, in large part by seeking ways to improve departmental efficiency.
- Providing good customer service to LA Opera internal departments, The Music Center, contracting entities and others while maintaining costs and properly tracking and estimating costs for provided services.
- Managing and advising income producing activities such as ticketing and service fees.
- Overseeing gift certificates, vouchers, & group sales.
- Managing ticketing system/software, Tessitura, including setting up and programming for sales, special offers, discounts, complimentary tickets, subscription packages, and trouble-shooting.
- Working with IT and other departments to make improvements to ticketing processes, including via the LAO website.
- Managing the box office phone system, email and other means of communicating with customers and facilitating transactions.
- Overseeing the management of customer issues and complaints in a manner that builds loyalty and satisfaction with LA Opera and proactively seeking solutions to prevent issues.
- Assisting as needed in tracking and reporting sales activities including income and purchase history/activity, costs, seats sold, event audits, single ticket audits, subscription sales audit, artist comps, ticket comps, etc.
- Working with finance and accounting personnel to track and reconcile income.
- Working with Marketing and other departments to develop and implement programs/activities to increase sales and donations added on to ticket purchases.
- Designing and ordering tickets, ticket stock, envelopes, and other box office materials.
- Hiring, training, managing and scheduling box office staff.

Interested candidates should send resume and salary requirements to: jobs@laopera.com. NO PHONE CALLS PLEASE.