



HARRISBURG SYMPHONY ORCHESTRA

STUART MALINA | MUSIC DIRECTOR

Job Title: Box Office Manager
Status: Full Time Exempt
Reports to: Director of Sales and Marketing
Updated: September 2020

The Harrisburg Symphony is seeking an self driven, organized, outgoing customer service oriented professional for the fulltime exempt position of **Box Office Manager**.

Reporting to the Director of Sales & Marketing, the Box Office Manager is responsible for day-to-day operations of the box office and takes ultimate responsibility for satisfactory customer service experiences. From the front desk, s/he is the point person for the welcoming of guests to the HSO office and for being the first person to answer the phone. S/he is also the point person for the tracking of all subscription and single-ticket sales and a provider of information to staff, musicians and Board members on a timely basis, as needed. The ideal candidate possesses impeccable written and verbal communication skills, a clear understanding of the mission of the Harrisburg Symphony, and the ability to work in a fast paced environment. A knowledge of classical music and front of house theater practices are a plus. This position is currently operating in a combination of remote and in-office hours.

Duties and Responsibilities

1. Maintain and operate the orchestra's ticketing system, including the processing of all renewal and new subscriptions, single ticket sales, exchanges, vouchers, and gift certificates. Serve as the primary liaison and contact person all Symphony patrons.
2. Oversee and manage the subscription renewal process, both online and through the mail, including the development of a timeline, ordering necessary materials and supplies, creating/revising renewal form(s), organizing and sorting the subscriber data base to maximize the efficiency of the renewal process, and coordinating all activity required to execute the subscription renewal process by the established deadline. Oversee the process of accurately recording renewal orders as they are received.
3. Maintain accurate records of all ticket related transactions. Communicate with ticketing software personnel to ensure that ticketing software is being used in the most accurate and efficient way possible. Maintain a ticket buyer database, ensuring that each entry is properly

and accurately categorized. Maintain and prepare mailing lists and labels as needed. Share database and mailing list information with staff and/or outside vendors, as needed.

4. Prepare and provide accurate reports of ticket sales activity immediately following each concert weekend, for staff meeting, and as required by other staff and/or Board members. Reports shall be coordinated with the Finance office so as to ensure accuracy and any discrepancies shall be reconciled as soon as possible.
5. Attend all Harrisburg Symphony Orchestra and Harrisburg Symphony Youth Orchestra concerts. Organize, schedule, coordinate, and manage the functions of the box office to all Harrisburg Symphony events. Engage and supervise box office personnel. Organize and oversee the distribution of will-call tickets. Handle tickets and/or seating problems and conflicts as they may arise. Accurately summarize box office activity at the conclusion of each event.
6. Assist in the development and implementation of ticket sales promotions as they arise. Work with the Director of Sales & Marketing on the accurate and timely distribution of printed materials pertaining to ticket sales. Work with the Director of Sales & Marketing and Executive Director on the accurate and timely distribution of any marketing by email as well as the posting of information on the Harrisburg Symphony website and social media channels.
 - a. Facilitate day-to-day operations of social media by overseeing all activity on social media in coordination with the Director of Sales & Marketing, Executive Director, Development, and Education Departments
 - b. Edit, publish, and share daily content in accordance with annual Social Media Plan and guidelines
 - c. Moderate all user-generated content in line with Social Media Plan
 - d. Communicate with followers, respond to queries in a timely manner and monitor patron views, clicks, and reviews or comments
 - e. Provide analytics and data as requested
7. Answer phones and greet visitors to the Symphony office.
8. Maintain the highest possible level and standard of service to all Symphony patrons.
9. Attend and record minutes of HSO Audience Development Committee Meetings
10. Perform other duties at the request of the Director of Sales & Marketing in keeping with the position of Box Office Manager.

The ideal candidate will possess a Bachelors degree, have working knowledge of ticketing and subscriptions systems, customer relationship management (CRM) programs and real life experience in sales and/or customer service. S/he will be agile and creative in using technology to create an excellent experience for patrons. Ability to work occasional nights and weekends is required.

Apply via email with cover letter and résumé to Gloria Giambalvo, Director of Sales & Marketing, gloria@harrisburgsymphony.org. Starting salary: \$35,568, plus retirement, health and life insurance.

The Harrisburg Symphony Association does not discriminate on the basis of race, color, religion, gender, sexual orientation, age, national origin, marital status, political affiliation, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor. The HSA does not tolerate discrimination or harassment based on any of these characteristics.

Mission: The Harrisburg Symphony Orchestra will present inspiring symphonic performances and educational programs for audiences of all ages, thereby fostering an appreciation for and knowledge of music to enrich the cultural life of Central Pennsylvania.