

Box Office Supervisor Position Description

TITLE: Box Office Supervisor

REPORTS TO: Audience Services Manager

DEPARTMENT: Marketing

FLSA: Part Time

DATE: 7/26/21

POSITION DESCRIPTION:

The Box Office Supervisor will act as the manager on duty during evening and weekend performances, as well as occasional daytime hours when the Audience Services Manager is not present. The Box Office Supervisor will ensure that all Box Office operations run smoothly and that patrons are provided excellent service over the phone, in person, and via email.

DUTIES & RESPONSIBILITIES:

Position Specific Responsibilities:

- Process daily ticket and subscription sales
- Supervise Box Office operations
- Provide excellent customer service and thorough information to patrons
- Understand and implement all box office procedures
- Manage cash banks and reconcile sales reports with cash on hand
- Perform general administrative tasks as assigned. Including but not limited to ticket sales, data maintenance, and handling inbound and outbound calls
- All other duties as assigned.

Company-Wide Responsibilities:

- Commit to Wodly's policy of anti-racism and radical inclusivity. This includes participating in anti-bias/anti-harassment training, familiarizing yourself with the policies in the employee handbook, using Wodly's Liberation Library as an educational resource, engaging in EDI work at Wodly, and furthering your own independent journey with anti-racism
- Cross-departmental collaboration, including participating in at least one Wodly working group, committee, and/or taskforce outside of your own department.
- Advocate for policies both internally and externally that further advance Wodly's stated values on an organizational, local, and national scale
- Contribute in meaningful ways to the culture. See "Our Culture at Wodly" section below for more information.
- Act as an ambassador for Wodly Mammoth in the local community and beyond.

QUALIFICATIONS:

- **Experience:**
 - 1 years experience in ticketing sales or customer services
- **Essential Knowledge, Skills, and Abilities:**
 - Professional, friendly phone manner
 - Prior experience in ticket sales and customer service
 - Ability to problemsolve and resolve issues in a timely and appropriate manner
 - Acute attention to detail
 - Knowledge of Tessitura strongly preferred; but will train right person
- **Other Skills or Qualities:**
 - Active engagement and leadership development in your individual position is integral to the overall health of our organization. This will be reviewed and defined with your supervisor to set individual goals. Wodly encourages employees to take personal responsibility and pride in their work.
 - See the larger picture and pull out the relevant details to diagnose problems. Think creatively about how to solve problems including new ways of working together. Wodly values innovative thinking, big ideas, and bigger passion.

- Collaborate with and adapt to a wide variety of people and personalities, working styles, and artistic visions.

WORKING CONDITIONS:

- Normal office environment.
- Extending viewing of computer screens.
- Evening and weekend work required.
- Some travel required.
- Woolly Mammoth Theatre Company is located in Washington, D.C.'s Penn Quarter neighborhood. It is air-conditioned, located in a wheelchair accessible building, and in close proximity to public transportation.

COMPENSATION

- **Starting Salary:** \$17/hour
- Woolly Mammoth Theatre Company recognizes that conversations about salary can be difficult. In recognition of the necessity for top-tier talent, we strive to provide pay that meets the market by leveling with industry peers to determine the pay range for each position. Where the employee falls in that range is determined by experience and skill set. Woolly will work hard to administer the compensation program in a manner that is transparent, consistent, and equitable across the company.

OUR CULTURE AT WOOLLY:

At Woolly, our culture is driven by our stated core values of radical industry, creative risk-taking, relentless inquiry & experimentation, world-class excellence, and innovation. We expect both personal and collective accountability in how these values are applied to the work of each employee of WMTC. We acknowledge that Woolly Mammoth has upheld and benefited from systems of oppression in our country and we aim to do better; using the principles of anti-racism to guide our actions and decision-making. How we do things is as important as what we do, and we expect our core values and anti-racist practices to influence the way we work together as a team. We strive to center openness, integrity, and care in our policies, processes, and how we interact with one another. We embrace a culture of transparency, accountability, and mutual respect as the foundation of all our collaborations, both inter-departmentally and externally. We take seriously our role as a civic leader, and strive to address local and national challenges using our knowledge, skills, commitment, and resources. As part of this work, all employees are expected to develop meaningful internal and external relationships that are mutually beneficial and impact-aware. We believe that everyone in the Woolly community is worth engaging in conversations about the art we make and how that art intersects with the world. We lean into the unconventional, especially if a nontraditional and inventive approach will help us reach new understandings of our art form, our industry, and our world.