



Colorado Chautauqua Association  
POSITION DESCRIPTION  
March 2023

**Assistant Box Office Manager**

**Association Mission and Values**

The Colorado Chautauqua Association (CCA) is a 501(c)3 Colorado non-profit corporation dedicated to preserving, perpetuating, and improving the site and spirit of the historic Chautauqua by enhancing its community and values through cultural, educational, social, and recreational experiences. The Chautauqua experience is based on lifelong learning, love of nature, voluntary simplicity, and music, oration, and the arts. Historic significance, traditions, cultural relevance, respite, and enrichment are among the community benefits provided by the Colorado Chautauqua.

**General Purpose/Description**

The Assistant Box Office Manager (ABOM) is a full-time benefited, exempt, position responsible for various day shift and night of show box office responsibilities for the Colorado Chautauqua Association (CCA) and Colorado Music Festival (CMF). The Assistant Box Office Manager will act as Manager on Duty when Box Office Manager (BOM) is not present. Evening and weekend work is required in meeting position responsibilities. For emergency and inclement weather reporting purposes this position is non-essential.

**Duties and Responsibilities**

**Box Office Operations**

- Assist BOM in producing extensive daily, weekly, and monthly reports that reconcile to CCA's ticketing and accounting systems.
- Assist BOM in building reports related to the Box Office operations for Marketing.
- Assist BOM in the maintenance and proofing of all event builds within ticketing software.
- Along with BOM, responsible for Colorado Music Festival subscription renewals.
- Responsible for the accuracy of all Box Office cash, check and credit card transactions including but not limited to ticket sales, refunds, exchanges, and releases.
- Ensure all equipment, hardware and software is functioning properly and report any needed repairs or issues to manager.
- Communicate all event and departmental details to Pub staff.

- Responsible for building select events in Choice Ticketing (or contracted ticketing platform), including but not limited to CCA Produced Auditorium and Community House events.
- Assist BOM in maintenance and updating Choice Ticketing (or contracted ticketing platform) portion of CCA website.
- Assists BOM in the interview and hiring process of seasonal box office staff.
- Assists in training box office seasonal staff on box office procedures and Choice Ticketing (or contracted ticketing platform) capabilities.
- Responsible for the opening and closing procedures of the box office
- Assists BOM in scheduling box office staff for weekday and event operations.
- Assist BOM in creation of training documents and updating manuals for box office staff.

### **Customer/ Client Service**

- Provide excellent customer service to Chautauqua and Colorado Music Festival patrons over email, phone or in person communication.
- Effectively problem solve when issues or challenges arise in a positive manner.
- Understand and adhere to client policies for problem escalation procedures involving patrons.
- Be knowledgeable and field questions about the Colorado Chautauqua Association and Colorado Music Festival including but not limited to history, programming, shuttle services, other Colorado Chautauqua Association departments, Chautauqua Dining Hall information and Open Space Mountain Park information.
- Communicate with concert promoters, artist managers, record labels, and other organizations or event personnel to fulfill box office needs.
- Uphold all Box Office policy and procedure even in difficult situations.
- Ability to submit various ticketing reports to promoter representatives, CCA Public Events Management for final settlement of events.
- Ability to recommend, create, and produce specific reporting data from ticketing system for clients or management.

### **Staff Management**

- Assist in hiring and training seasonal Box Office staff.
- Supervise Box Office staff when acting as Manager on Duty.
- Create a professional team atmosphere within Box Office staff.
- Lead and act as positive role model for Box Office staff.
- Ensure all closing reports are complete and cumulative event report is submitted to Box Office Manager.
- Distribution of cash banks and documentation of overage or shortages at closing.

## **Admin Support- Public Events**

Provide administrative and customer service support in the Public Event Office; including but not limited to:

- Provide general administrative support to Public Events Manager
- Compile and analyze data and prepare reports (cost benefit analysis, music licensing fees)
- Organize and maintain files and record systems
- Coordinate special projects as assigned
- Coordinate department inventories, orders and purchasing (supplies and uniforms)
- Provide excellent customer service when responding by phone, email or in person to Chautauqua patrons' questions, concerns, and complaints as it relates to Public Events and the organization.
- Enthusiastic and willing to work in other software programs for administrative purposes in Public Events
- Perform other duties as assigned.

## **Reporting Relationships**

Reports to Box Office Manager

Supervises: Box Office Staff when Manager on Duty

Collaborates with: Public Events General Manager, Marketing Coordinator, Operations & Programming Manager.

## **Knowledge / Skills / Experience**

- Minimum 2+years previous experience in box office supervision, ticketing, events, or customer service experience required.
- Minimum 2 years previous experience in an administrative position, organizing and compiling data and working with reports.
- Ability to function efficiently and amiably in a fast paced, complex, and demanding customer service environment.
- Possess excellent communication and interpersonal skills.
- Possession of strong service, support, and detail orientation.
- Strong Microsoft Office skills.
- Experience using Choice Ticketing (or contracted ticketing platform) ticketing software a plus.
- Development/membership database management experience helpful.
- Available to work a flexible schedule, and extended hours during CCA's concert season from

May through early October.

- Willingness to work nights, weekends, and split shifts throughout the year. Must be flexible with schedule changes and unforeseen event staffing issues.
- Ability to work in an open workspace environment.
- Ability to multi-task and meet deadlines on short notice.
- Ability to supervise staff and document incidents for management review.

### **Behavioral Traits and Attitudes**

- Excellent written and oral communication skills with strong attention to detail.
- Strong interpersonal skills, including the ability to listen well.
- Desire to help people and solve customer issues.
- Strong decision-making skills.
- Works effectively with team members.
- High energy team player with a positive, can-do attitude.
- Comfortable with a fast-moving, dynamic environment.
- Ability to maintain a professional attitude when faced with an adverse customer situation.
- Ability to use critical thinking in order to provide resolutions to problems quickly.
- Desire and ability to learn quickly.
- Appreciation for popular and classical music, film, and historic preservation.

### **Physical Requirements**

Duties require lifting, pushing / pulling, and /or carrying of objects weighing up to 30 pounds. Must be able to climb stairs, ladders as well as navigate the site which has a 200-foot elevation change.

### **Additional Qualifications**

Every employee at the Colorado Chautauqua Association is expected to be a creative problem solver as well as possess a strong and positive attitude regarding hospitality and customer service, striving to provide a high-quality guest experience through every action taken.

*Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualification associated with the job.*