



4351 Peninsula Players Road, Fish Creek, Wisconsin 54212

POSITION AVAILABLE

BOX OFFICE MANAGER

Peninsula Players Theatre seeks a full-time, year 'round Box Office Manager to oversee the day-to-day aspects of Box Office operations and ticket sales.

Position Summary:

The Box Office Manager will be responsible for scheduling the box office staff and overseeing the ticket office during the season. Daily ticket and accounting reconciliation in accordance with the theater's requirements. Responsible for the printing of any/all tickets, overseeing the ongoing maintenance and management of guest accounts. Ensure that the Box Office is run in an efficient manner, and that all walk-up, phone and on-line sales are handled in a manner that displays exceptional customer service. Preparation and completion of daily financial and house reports. The Box Office Manager works closely with and assisting the Managing Director, Business Manager, and Development Director to ensure the Box Office is executed accurately and guest expectations are met. Position schedules and manages a team of three including an Assistant Box Office Manager and two administrative interns. Position requires evening hours Tuesday – Sunday from mid-June through mid-October. 40-hours per week. Meals provided during scheduled shifts. Health insurance and retirement benefits available.

Knowledge and Skills:

Excellent verbal skills, computer knowledge, interpersonal, customer service skills and previous box office work necessary. Knowledge of Microsoft Office and Excel a plus. Applicants should have experience handling money, processing credit cards and balancing a cash drawer. Duties also include but are not limited to:

- Retrieve messages from the company voicemail and e-mail in-box and handle messages as appropriate
- Strong listening and organizational skills
- Works well in a team environment
- Ability to maintain a flexible work schedule (evenings and weekends are required)
- Aiding patrons, guest, and company members with their ticketing needs

**To apply, send cover/application Letter, resume and three references to:
jobs@peninsulaplayers.com**