



Position: Box Office Manager

Status: Full-Time, Exempt

Location: Reilly Arts Center, Ocala, Florida

Reports to: Senior Director of Programming & Operations

Position Summary:

The Box Office Manager oversees all aspects of ticketing & box office adjacent FOH operations for the Reilly Arts Center's two performance spaces: a 700-seat Mainstage Auditorium and a 150-seat Black Box Theater. This position is responsible for ensuring an efficient, accurate, and smooth, customer-focused experience from point-of-sale to event close, while maintaining strong coordination with Hospitality, Production, Marketing, Development, and Finance teams. The Box Office Manager will manage part-time box office associates, coordinate volunteers assigned to ticket scanning, ushering and will call, and serve as one of the primary administrators of the venue's ticketing and CRM software.

The role blends administrative, technical, and leadership responsibilities, requiring strong organizational skills, customer service expertise, and the ability to make quick, effective decisions in a live event environment.

Key Responsibilities:

Ticketing & Box Office Operations

- Serve as a primary administrator of the ticketing/CRM system (PatronManager or equivalent), including event builds, seating charts, dynamic scaling, holds, and promotions for both the Reilly Arts Center and the Marion Theatre.
- Oversee all ticket sales channels (in-person, phone, online) and ensure accurate reporting and reconciliation.
- Manage will call, comp ticket distribution, ADA seating, and group sales.
- Maintain and enforce ticketing policies and ensure compliance with PCI standards.(refunds, exchanges, group sales, ADA compliance).
- Supervise part-time associates and volunteers assigned to box office duties.
- Monitor real-time ticket sales and provide manual and automated reports to artist teams, renters and other departments as needed.

Event Execution and Supervision

- Serve as Box Office Manager during all events, overseeing ushers, scanners, greeters and lobby operations in both the North and East lobbies and ensuring:
 - Proper staffing of ticketing windows, scanners, and will call.
 - Coordination between North Lobby (primary box office) and East Lobby (secondary entrance) for efficient guest entry.
 - Smooth ticket scanning at auditorium and Black Box entrances.
- Prepare will call lists, scanner devices, and POS terminals prior to each performance.
- Assign and oversee volunteer and staff positions at entrances, balcony access points, and auditorium/Black Box doors.
- Ensure efficient crowd flow between North and East lobbies, bars, and seating areas.
- Address escalated patron issues, seating conflicts, and technical ticketing problems in real time.
- Monitor public spaces for safety, accessibility, and cleanliness during events.
- Work closely with finance to update event closeout reports after box office closes each night. Print and repair reports for artist delivery after show completion.

Collaboration & Coordination:

- Work closely with the Hospitality Manager to align FOH operations with artist hospitality needs (VIP seating, meet & greets, backstage access).
- Work closely with Marketing on presales, promotions, and patron communications.
- Support Development in fulfilling donor and sponsor ticket benefits.
- Collaborate with Programming Director and Business Development Manager on rental client ticketing requirements.
- Debrief post-event with the Director of Operations and Programming to review successes, challenges, and operational improvements.

Volunteer & Staff Management

- Recruit, train, and schedule FOH volunteers and part-time box office assistants.
- Conduct pre-event briefings to review event details, assignments, timing, special instructions, and patron flow.
- Ensure all Box Office staff and volunteers are trained in customer service, ADA compliance, and emergency procedures.
- Maintain a positive, solution-focused environment for staff and volunteers.
- Monitor staff/volunteer performance and provide feedback to ensure high service standards.

Qualifications

- Minimum 3 years in ticketing or live event operations, with at least 1 year in a supervisory capacity.
- Proficiency in ticketing/CRM systems (PatronManager preferred).
- Strong leadership, interpersonal, and conflict resolution skills.
- Ability to work flexible hours, including nights, weekends, and holidays.
- Experience with financial reconciliation and event settlement processes.
- Ability to remain calm and solutions-focused in a fast-paced, high-pressure environment.

Physical Requirements

- Stand and walk for extended periods during events.
- Lift up to 20 lbs for event setup needs.
- Work in crowded and high-traffic areas while maintaining composure.

Performance Metrics

- Accuracy and timeliness of ticket sales reporting and event closeout reports.
- Smooth event entry and seating with minimal delays or complaints.
- Patron satisfaction and positive feedback.
- Effective coordination with Hospitality, Marketing, and Programming.
- Reliable and clear communication with Finance for artist settlements.

Salary: Commensurate with experience

All team members earn paid time off (PTO) from their first day on the job. Interested candidates can send resume and cover letter to adam@reillyartscenter.com.