Performing Arts Center
Box Office Manager


Contact Info: Name: Kathleen Peterson
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Required Application Documents: Cover Letter (stating experiences related to job expectations and personal benefit), resume, and 3 professional references (contact information - phone and email information)

Graduate Assistant Position Description

The Box Office is responsible for ticketed events including Music Department performances, Theatre and Dance Department productions, and other ticketed cultural events. The Box Office serves as an information center for questions about arts and cultural events.

- The Box Office Manager:
  - Responsible for operating the ticketing software for all events, including advance sales and performance date sales.
  - Responsible for entering all events into the software
  - Supervises box office students from Music and THAD
  - Assists Arts Administrator to train staff
  - Schedules daytime staffing hours as well as performance shifts
  - Works the evening of all events
  - Works some afternoons for pre-sales
  - Works with and oversees the handling of monetary transactions within the box office.
  - Is responsible for balancing all ticket receipts each night
  - Is responsible for credit card processing
  - Assists with audit/security procedures
  - Runs event reports
  - Ensures that Box Office staff are aware of ALL WSU arts events and are able to answer customer inquiries (or direct the patrons appropriately)
  - Tracks supplies
  - Records the box office information message

Qualifications:
Seeking a student who:
• is reliable, detail-oriented and self-motivated.
• is dedicated to excellent customer service and cool under pressure
• desires to develop and practice positive leadership skills.
• has experience handling cash transactions.
• is able to be creative with a limited framework of guidelines.
• can work approx. 50 evenings per year, with some afternoon hours during the semester.
• wants the experience of running a professional-grade performance box office

Supervisor:
Winona State University Arts Administrator