

Job Title: Box Office Manager

Reports To: Executive Director

FLSA Status: Exempt, Full-time

Position Summary:

Reporting to the Executive Director, the Box Office Manager is responsible for the overall management of daily financial accounting, reporting, and office organizational needs.

Supervisory Responsibilities:

- None

Essential Functions:

Box Office

- Provide front line stewardship and fulfillment for patrons (ticket buyers) and donors to the MSO. This includes selling tickets and subscriptions, providing excellent customer service for patrons and donors while fulfilling patron and/or donor benefits, and conveying feedback to management.
- Responsible for CRM (customer relationship management) database management. This includes serving as the primary gatekeeper and manager for the Salesforce-based CRM platform (PatronManager).
- Direct the ongoing maintenance of PatronManager to ensure accurate and efficient ticketing of events. Oversee the maintenance of all donor, subscriber, and ticket buyer records. (*NOTE: Successful candidate will be expected to complete the coursework and PatronManager admin certification within 6 months of hire.*)
- Transport Box Office equipment to the Maryland Theatre Box Office for concert performances and manage all box office operations from the Maryland Theatre Box Office on concert weekends.
- Work with Maryland Theatre ushers and representatives at performances to manage patron issues related to seating and ticketing.
- Recruit, hire, train, and schedule volunteers. Provide training and assignments to volunteers at each concert performance or event.
- Maintain a system of timely deposits, ticket audits, and concert settlements.

Accounting:

- Manage, implement, and monitor financial activities, policies, procedures, and internal controls to ensure accuracy, efficiency and timeliness.
- Process all bank deposits; record in QuickBooks accounting software.
- Record in QuickBooks accounting software all ticket sales and donations created through the Patron Manager ticketing software.

- Maintain and process accounts payable. Prepare checks and pay other bills online.
- Prepare invoices, pledge billings, automated recurring donations, and other accounts receivable.
- Perform bank and brokerage account month-end reconciliations.
- Prepare staff and musician payrolls and pay the appropriate payroll taxes and other payroll deductions as instructed.
- Maintain staff paid time off schedules.
- Prepare journal entries and monthly close.
- Produce monthly financial statements.
- Submit copy of checking account register to the Assistant Treasurer for review.
- Prepare and distribute departmental general ledger information to staff.
- Maintain copies of the following financial documents: Articles of Incorporation, IRS Determination Letter of Tax Exempt Status, Maryland Charitable Registration, audited financial statements, IRS Form 990, Sales and Use Tax Exemption Certificate.
- Interface with external accountants and auditors.
- Ensure security of sensitive financial and personnel information.
- Dispose of financial records according to retention schedules and policies.
- Provide staff with the financial data and reports needed to submit proposals and grants.
- Compute and submit financial information needed to maintain and update organizational memberships for BMI, ASCAP, and the League of American Orchestras.

Audience Development & Community Engagement

- Engage in research and provide statistical and demographic patron information to the Director of Marketing and Board of Directors, as needed.
- Provide reports to assist in the development of pricing strategies and policies that fulfill revenue/attendance goals.
- Provide direct support and leadership related to community engagement events planning and execution. Maintain guest lists, gather and prepare registration materials, and other duties as assigned for pre- and post- concert events/experiences.

General Office:

- Respond to existing and prospective patrons, donors, community partners, and vendors in response to inquiries through phone, email, website, and in person contacts.
- Maintain organizational memberships.
- Run errands to bank, post office, vendors' offices, etc. as needed.
- Maintain office supplies and servicing of office equipment.
- Responsible for upkeep and positive public image of office space.
- Perform other duties as assigned.

Knowledge, Skills & Abilities:

- Bachelor's Degree in relevant field and/or 2-4 years' experience in project or program management, business management, arts administration or related field
- Extensive knowledge of QuickBooks and Microsoft Office.
- Database management experience preferred
- Non-profit, grant, and accrual accounting experience is a plus.
- Able to manage multiple projects and deadlines.
- Handle confidential matters with discretion and professionalism.
- Strong interpersonal, written, and verbal communication skills.
- Excellent time management skills and attention to detail.
- Ability to speak effectively with, and respond to questions from, patrons and the general public.
- Nights and weekend work are required with the ability to work a flexible schedule.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job.

- Work is normally performed in a typical interior/office work environment. The employee frequently is required to remain in a stationary position, often standing or sitting for prolonged periods.
- While performing the duties of this job, the employee is regularly required to communicate, listen, and observe. Specifically, the employee must be able to communicate clearly on the telephone with others.
- Position may require the employee to ascend and/or descend ladders, stairs, ramps, and the like.
- High stress, fast-paced environment with a high volume of work to be completed daily.
- Limited physical effort required or exposure to physical risk. However, must be able to lift 15 pounds at times.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. The Maryland Symphony Orchestra is an Equal Opportunity Employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical condition), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

Salary: \$50,000-\$55,000 per year plus benefits



21 S Potomac St, Second Fl
Hagerstown, MD 21740
tel 301-797-4000
fax 301-797-2314
www.marylandsymphony.org

To apply:

Please send a cover letter, resume, and 3 professional references by email to Kim Bowen, Executive Director, Maryland Symphony Orchestra at kbowen@marylandsymphony.org.

Position opens for applications: March 6, 2024

Position closes: Open until filled

About the Maryland Symphony Orchestra:

Founded in 1982, the Maryland Symphony Orchestra (MSO) is a fully professional orchestra under the leadership of Music Director, Elizabeth Schulze. Musicians come from throughout the greater Baltimore-Washington DC metro area to perform with the MSO.

The orchestra presents five pairs of classical concerts at the historic Maryland Theatre in Hagerstown, MD. A typical season also includes two MSO Pops! Concerts, two Home for the Holidays concerts, four Link Up Youth Concerts, and a free Salute to Independence concert. Each year, over 14,000 young people participate in the MSO's extensive education programs and concerts such as Ensembles in the Schools, Kinder Konzert series, Symphony Saturdays, and masterclasses.

The Maryland Symphony Orchestra has an annual operating budget of \$1.5 million and an endowment of \$4.1 million. The orchestra is governed by a Board of twenty-five and has a staff of five full-time and four part-time employees.

Hagerstown is in western Maryland – 70 miles from Washington, DC and 75 miles from Baltimore, Maryland. This area is well known for historic sites such as the Antietam National Battlefield, and has extensive park areas for hiking, skiing, biking, white-water rafting, and other outdoor activities.

The MSO provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, and any other character protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, compensation, and training.