



The Factory is seeking a charismatic, organized, and versatile Box Office Manager who is passionate about ticketing and has extensive experience with the Ticketmaster platform. This person will have meticulous attention to detail, an enthusiastic personality, and most importantly, a passion for live music. The Box Office Manager is a full-time salaried position that reports to the venue General Manager and Talent Buyer.

JOB LOCATION: St Louis, MO

JOB TYPE: Full Time

CAREER LEVEL: Management Position

EMAIL RESUME: careers@thefactorySTL.com

Responsibilities include:

- Oversee all show on sales including ticket builds, hold allocations, financial compliance, and artist program allocations ensuring all venue ticketing set ups are built to ensure the best fan experience.
- Manage the overall operations of the ticketing department
- Ensure all proper accounting and settlement reconciliations are conducted and completed for each show produced
- Manage all Artist initiatives including premium, 'platinum', and VIP fan experiences
- Supervise selection, training, and oversight of all ticketing staff hires.
- Serve as principle point of contact with Ticketmaster, Eventbrite, and all in-house venue ticketing services
- Provide daily accounts of business transactions including, but not limited to daily ticket sales, wrap reports, accounts receivables, fraud investigations, comp ticket accounting, and venue reconciliations
- Develop and implement operational policy and procedures for the Ticketing Department.

Other Responsibilities include:

- Assist with the collection and dissemination of marketing information, analytics, and sales trends to marketing and talent teams
- Assist with negotiations for venue ticketing agreements

- Assist with implementation of sales initiatives including group sales strategies, flex ticket pricing, and Artist premium ticketing campaigns
- Assist with customer care requests.
- Assist Marketing with all on-site fan and partnership initiatives, including VIP experiences, fan initiatives, and social media interactions.
- Assist Sponsorship with all tour and show alliance partnership initiatives, including staffing support, show activations, logistics, and artist relations.
- Maintains and regularly updates calendars, electronic messages and other ticket office information equipment with event information, sales dates, prices and times.

EXPERIENCE AND KNOWLEDGE

To perform this job successfully, the candidate must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS

- Industry experience
- Demonstrated knowledge of computerized ticketing systems; accounting and finance procedure including record keeping and reconciliation.
- Working knowledge of suite of tools (TM 360, etc) provided by Ticketmaster.
- Experience working in a computer network environment utilizing Google Suites, Slack, Microsoft Word and Excel programs.
- Knowledge of supervisory principles and practices.
- Able to work flexible schedules including evenings, weekends and holidays, while maintaining regular office hours (time in lieu will be allocated).

GENERAL DUTIES

- Follows all departmental/company policies and procedures, setting an example by actions, interactions, and reactions, and makes suggestions for improvements.
- Follows safety rules and guidelines.
- Participates in the execution of emergency management plan and can locate what to do in the plan for various events.
- Follows requirements of Employee Handbook including attendance, demeanor, and work habits to the extent applicable to consultants.
- Acts in accordance with the Mission and Attributes, Core Values of The Factory and its parent company Gate 52 at all times.
- Is proactive in promoting the vision of The Factory experience for each person served.
- Reports incidents of abuse, neglect, or mistreatment promptly.
- Adheres to Policy on Ethical Conduct and reports violations.
- Executes responsibilities in an effective and efficient manner.
- Other duties as assigned and agreed between the Company and the Consultant.