

Box Office Manager

About Us

The Vancouver Recital Society (VRS) began presenting recitals in the fall of 1980. Early performances were held at the Arts Club Theatre on Granville Island and in 1984, the organization moved its presentations to the Vancouver Playhouse Theatre. Today, the VRS presents concerts at the Vancouver Playhouse, the Chan Centre for the Performing Arts at the University of British Columbia and, for special presentations of artists with particularly widespread appeal, the Orpheum Theatre.

The Recital Series, which runs from September through May, has been a mainstay in the cultural life of Vancouver since its earliest days. Offering the best in classical music to audiences of all ages, the VRS is committed to helping develop the next generation of artists and classical music enthusiasts by providing access to unique concert experiences, learning opportunities and behind-the-scenes glimpses into the lives of professional musicians.

About the Role

The Box Office is, for many, the first point of entry at the VRS. Because we manage our ticket sales internally, most of our audience will, at one time or another, have cause to interact either by phone, email or in person, with our Box Office Manager. This position is integral to the organization's success and can best be described as the organization's hub.

Patience, strong communication skills, an ability to marry and balance the needs and wants of our patrons with the needs and demands of the organization, strong analytical skills and a keen sense of humour are the keys to success in this position. Specific duties include:

BOX OFFICE MANAGEMENT

- Anticipate and meet (exceeding, wherever possible) the ticketing needs and expectations of our patrons and donors
- Manage and maintain our patron database (Theatre Manager)
- Manage all aspects of ticketing (which includes, but is not limited to):
 - Event setup within Theatre Manager
 - Subscription & Single Ticket Management and Reporting:
 - Preparation of renewal invoices
 - During renewal periods, regular and consistent reporting on sales figures
 - In the lead-up to each concert, sales updates and participating in conversations about ways to bolster sales
 - Following each concert, detailed reconciliation and analysis of sales figures (# of tickets sold, revenues generated, etc.)
 - Season ticket mailing
 - Ordering of custom ticket stock
 - Daily ticket sales and reconciliation

- Management of annual subscription ticket mailing
- Management of complimentary tickets & donations to external organizations
- Management of on-site box office for concerts at the Vancouver Playhouse and Orpheum Theatres
- Liaise with Chan Centre Box Office Management regarding any/all issues pertaining to ticket sales for Chan Centre events
 - Input sales and run reports in Audience View, the Chan Centre's ticketing system
- Support Marketing & Communications Manager in preparation of materials (leads, pricing matrices, etc.) for and seat allocations to telemarketing contractor
- Help identify potential new audiences & group sales opportunities
- Preparation of bank deposits
- Report and mail list generation

As a small organization, on a daily basis, we are all expected to jump in, roll up our sleeves and do what is necessary to get the job done. You never know where the next great idea will come from; we are a collaborative organization and believe that more heads and more ideas are better than one.

The ideal candidate is a patient team player, who thrives in a service-oriented environment. Experience using Theatre Manager and/or Audience View would be viewed as a great asset, though not necessarily a requirement of the position, as software can be learned.

This is a full-time position. In exchange for your blood, sweat and tears, we offer a year-round 9-day fortnight (to offset additional hours worked for concerts, master classes or particularly hectic times of the year), extended benefits, a flexible and (we think) fun work environment. The salary range for this position is \$38,500 - \$40,000.

Please send a resume and cover letter to Sara Getz by 5pm on Wednesday, January 23rd, 2019. Applications can be sent by email to sara@vanrecital.com, or by mail to 301-601 Cambie Street, Vancouver, BC V6B 2P1.

