



THE TOLEDO CULTURAL ARTS CENTER AT THE VALENTINE THEATRE

The Valentine Theatre is a cultural landmark in the heart of downtown Toledo. The Victorian-era theatre was magnificently reborn in 1999 through the Toledo Cultural Arts Center as a performing arts venue now used by more than 50 community groups. As a nonprofit organization, our mission is to provide cultural and performing arts experiences for diverse audiences of all ages to enhance the quality of the cultural and economic life of the City of Toledo, Lucas County, Northwestern Ohio and Southeast Michigan.

JOB TITLE: Box Office Manager

REPORTS TO: Operations Director

START DATE: April 28th, 2025

SUMMARY OF ESSENTIAL DUTIES

- Provides the highest degree of customer service and ticket sales to patrons of the Valentine Theatre in person, over the phone, and by email.
- Coordinates all voucher requests for donations and for social service organizations.
- Has expert knowledge of all Valentine Theatre ticketing policies and procedures and is able to clearly articulate them to patrons.
- Hire, train, and supervise part-time box office associates, and schedule them as appropriate to cover all events and regular business hours as needed.
- Communicate with box office associates about upcoming personnel training.
- Maintain a box office calendar of events.
- Use in-house ticket software (Etix), computers and printers to set up Valentine Theatre events, print tickets, consign tickets, and generate final reports.
- Communicate with web master for event page updates.
- Is present in the box office for all Valentine Theatre ticketed events.
- Maintains all season subscriptions and order processing based on priority level.

- Collaborates with Marketing/Programming Director and Development Director or Development Coordinator on Corporate Sponsor Seating.
- Works with Technical Director and Marketing/Programming Director to set up and ticket events in the Valentine Theatre season.
- Works closely with renters to set up and ticket events for rentals and collaborates to ensure ticket sales align with contract terms and conditions.
- Responsible for accurate record keeping for tickets and sales revenue and must provide a daily sales revenue reconciliation report.
- Greets patrons/guests at the door, answers the business line, takes and relays messages and provides back office administrative support.
- Works closely with House Manager to resolve ticketing issues quickly and calmly.
- In collaboration with House Manager, coordinates patron ADA parking and seating requests.
- Must be comfortable working through ticketing issues with patrons.
- Acts as House Manager when needed.
- Other duties as assigned

QUALIFICATIONS

Must be highly professional and service-oriented in all customer relations. A background in sales, retail, or customer service is a plus. Must have knowledge of computers and know all ticket software operations, including Microsoft Office, Excel, and Etix Ticketing. Must have word processing and spreadsheet skills. Must have excellent communication skills, especially in verbal, telephone and written communication. Must have strong customer service skills. Must have excellent organizational skills. Must be able to work established box office hours during the week, as well as nights and weekends to cover events.

This is a full-time, year-round position.

To apply, please send letter of interest and resume to Abby Glanville at aglanville@valentinetheatre.com by **Friday, April 18th**.