



**RHODE ISLAND COLLEGE  
JOB DESCRIPTION**

Position classification: PSA
Date created or revised: 9/9/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Box Office Sales/Marketing Manager  
Status: Full-time, 35 hours/week with evening/weekend on-call availability  
Grade: 8  
Union Affiliation: PSA@RIC (Professional Staff Association)  
Reports To: Director of College Events & Conference Services

**PRIMARY PURPOSE:**

Manage the daily operation of Box Office storefront in Roberts Hall as well as evening and weekend operations of three Box Office spaces in the Nazarian Center for the Performing Arts. Supervise a staff of student employees. Manage financial accounting and reporting for all Box Office receivables and payables. Organize, develop, and maintain computerized Box Office software. Manage all marketing efforts for the Performing Arts series, including creating, development and implementation of marketing efforts, graphic design, and creation of posters, brochures, and marketing materials.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

Essential Job Functions:

Box Office:

- Hire, train, supervise, and schedule a staff of student workers to staff full time operation of the Roberts Hall Box Office as well as evening and weekend operations of three Box Office spaces in the Nazarian Center.
- Remain on-call, available for all evening and weekend performances (approximately 100 per calendar year) in order to assist or guide student workers, resolve computer or customer issues and to be available for last minute replacement of students who become unavailable for an assigned event shift. This means being reachable for phone assistance as well as remaining within a close enough physical distance to the theatre that you can come to the theatre quickly enough to resolve any problems that require your physical presence.
- Maintain specialized office equipment for three Box Office spaces.
- Organize and maintain operations of specialized Box Office software and coordinate outside support of said software.
- Organize and maintain credit card processing equipment, software and coordinate outside support of said software.
- Coordinate with internal and external Box Office service users to establish and perform event services.
- Create and maintain software structures for venues, seating, pricing and ticket formats for each performance of each event.
- Establish, manage, and maintain internet ticket sales in coordination with outside service provider.
- Manage the ticket sales of said performances for advanced, subscription and show time window sales.

- Organize the subscription campaign for the Performing Arts Series, including form and literature design, maintenance of same seat guarantees for renewing subscribers and donors, order processing and statistic reporting.
- Settle and balance ticket income for distribution to internal and external event producers.
- Weekly audit, settlement, and deposit for all Box Office accounting.
- Quarterly balancing of Box Office deposits against Bank statements.
- Process and record requests for donations from other Non-profit organizations.
- Print event tickets for student groups and off campus users to sell themselves.
- Record and process donations earmarked for the Performing Arts Series and arrange “thank you gift.” Coordinate these with development department.

Marketing:

- Develop and implement overall marketing plan for Performing Arts Series.
- Coordinate brochure design, printing, and distribution with News & P/R department.
- Plan and establish print and commercial advertising schedule.
- Coordinate placement, pricing, contracting and design for outside theatre playbills ads.
- Coordinate and approve advertising designs for each ad with News & P/R.
- Design and print series of 3 posters for each Performing Arts Series event.
- Design series of 2 postcards for each Performing Arts Series event. Arrange printing and mailing and distribution of postcards.
- Create and maintain targeted mailing lists.
- Design 2 email blast graphics for each Performing Arts Series event.

Occasional Job Functions:

Perform other duties and responsibilities as assigned by the Director, Nazarian Center for the Performing Arts.

**REQUIRED QUALIFICATION STANDARDS:**

Education:

Bachelor’s Degree.

Experience:

- At least one year of Box Office manager experience on computerized ticketing system.
- At least one year of graphic design experience.

Skills, Knowledge and Abilities:

- Excellent organizational, interpersonal, and supervisory and customer service skills.
- Excellent accounting and bookkeeping skills.
- Knowledge of marketing theory and practice.
- Good knowledge of computer software and hardware.
- Working knowledge of computerized ticketing systems.
- Graphic design skills.
- Working knowledge of graphic design programs.

**ENVIRONMENTAL CONDITIONS:**

The employee is not exposed to known adverse environmental conditions.

**The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.**

*As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.*