



Job Description for Box Office and Group Sales Manager

Reports To: Director of Sales and Marketing

Area of Responsibility: Customer Service and Sales

Wage Classification: Full-time exempt

Compensation: \$40,000 to \$48,000

Position Summary: The Box Office and Group Sales Manager at Nashville Ballet plays a critical role in elevating the customer service experience while aggressively driving group sales. Collaborating closely with the Director of Sales and Marketing and the Tessitura Specialist, this role is pivotal in managing ticket sales operations, fostering community relations, and ensuring an exceptional patron experience. The role will perform front of house duties for the Box Office and the Merchandise Shop at Nashville Ballet. This will include working extended business hours at the Martin Center for Nashville Ballet and at the Box Office at performance venues. This position utilizes Tessitura for all ticket functions and Square for Shop transactions. Training will be provided.

Essential Functions and Responsibilities:

- **Box Office**
 - Utilizing Tessitura, process sales transactions for season ticket packages, single tickets, complimentary tickets, and ticket vouchers.
 - Ticketing duties include executing season tickets, comp requests, and general sales transactions; fulfilling and distributing season and single ticket orders; fulfilling discounts, promotions, and incentives as directed by a supervisor.
 - Regularly provide reports for ticket sales transaction and historical data for analytical comparisons and forecasting that assist with driving strategy.
 - Assist with customer service communications like post-event surveys, event reminder emails, and notifications.
 - Answer phones and handle a large volume of questions about Nashville Ballet and School of Nashville Ballet, and forward inquiries as necessary.
 - Field ticketing questions from patrons via phone, email, mail, and in-person. This will include working at the front desk at the Martin Center for Nashville Ballet and the Box Office at TPAC during the performance season.
 - Collaborate with peers from off-site performance venues to ensure a seamless customer experience is established and maintained.
 - Maintain a high quality of verbal and written communication with all ballet patrons.
 - Provide high-level of customer service at all times.
- **Outbound (Group) Ticket Sales**
 - Develop and implement robust group sales strategies to maximize attendance and revenue. Support the development and execution of a group sales strategy for all ticketed and special events, including prospecting and outreach.
 - Assist with the process of segmenting the ticketing database and propose strategies to more effectively market to and engage with the Ballet patrons and surrounding community.
- **The Shop at Nashville Ballet**
 - Facilitate merchandise sales through Square.
 - Maintain accurate inventory and financial records of the Shop at Nashville Ballet under direction of supervisor.
- **Administrative Tasks**

- Maintain database records and contact logs for all transactions with no less than 95% accuracy.
- Support the Tessitura Specialist with data entry projects as assigned.
- Under the oversight of a supervisor, fulfill any other additional tasks as assigned.

General Responsibilities:

- Create elevated customer service experience for all ballet patrons
- Answer in-coming phone calls to the Box Office and Shop
- Ticket sales prospecting and outbound calls
- Miscellaneous marketing assistance as needed
- Work autonomously to execute daily tasks
- Maintain a proactive, solutions-oriented attitude
- Demonstrated ability to multi-task

Work Requirements and Qualifications:

1. Education: High School/GED required
2. Knowledge, Skills, and Abilities:
 - Demonstrated ability to provide exceptional customer service
 - Microsoft products such as Outlook, Word, and Excel
 - Excellent verbal and written communication skills required
 - Must possess highly effective interpersonal skills and problem-solving abilities
 - Must be able to work in a fast-paced environment
 - Must be adaptable and willing to learn
3. Experience:
 - 1-2 years of customer service experience in retail, hospitality, or box office preferred
 - Knowledge of the fine arts preferred
 - Knowledge of Tessitura and/or Square Software preferred.
4. Ability to work some evenings and weekends for events and performances
5. Equipment: comfortable on a PC platform

Physical Demands:

The physical demands described here are a non-exhaustive list of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to handle, feel, talk, and hear. The employee is frequently required to stand, walk, and reach with hands and arms above the shoulders. The employee is frequently required to sit and occasionally stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative to those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the noise level in the work environment is usually low to moderate.

Disclaimer Statement:

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this document is intended to be an accurate description of the current job, circumstances may require that other, or different tasks be performed (e.g., emergencies, changes in personnel, workload, rush jobs, or technological developments).

To Apply:

Please send your cover letter and resume to careers@nashvilleballet.com with “Box Office and Group Sales Manager” in the subject line. No phone calls, please.

Our Mission:

We create, perform, teach, and promote dance as an essential and inspiring element of our community.

Our Vision:

Nashville Ballet is an accessible and inclusive organization that creates community through excellent and innovative dance and dance education; is recognized locally, nationally, and internationally for artistry, community engagement, and financial sustainability; and is a rewarding and satisfying place to work.

Our Enduring Values

- We believe in the transformative power of art.
- We inspire appreciation for the art of ballet.
- We strive for excellence with integrity in all we do.
- We respect one another and the art form.

The understanding of and the ability to not only support but celebrate our culture is essential to each and every person at Nashville Ballet.

Nashville Ballet Diversity Statement:

Nashville Ballet is invested in creating a diverse, equitable, and inclusive community. We believe we can best achieve our mission by creating a climate of respect that is supportive of all voices, celebrating diverse stories, increasing arts access, and sparking communal discussion about our community and our world through our art form and our artistic programming. When considering the diversity of the Nashville Ballet community, we look at all aspects, including race, gender, age, socioeconomic status, special needs, geographic (rural/urban), and sexual orientation. However, Nashville Ballet recognizes the racial inequalities that have plagued the dance world for far too long and is deeply committed to educating our constituencies on systemic racism, engaging in antiracist work in every branch of our organization, and doing our part to abolish racial inequalities in ballet.

Nashville Ballet 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, or any other characteristic protected by federal, state, or local laws.