



Dr. David Clendening
Superintendent

Dr. Brooke Worland
Assistant Superintendent

Ms. Tina Jobe-Gross
Chief Financial Officer

Mr. Matt Sprout
Director of Technology

Mr. Jeff Sewell
Director of Operations

Vacancy Notice

Applicants must apply online at www.franklinschools.org

DATE: September 30, 2022

POSITION: Front of House/Box Office Manager

LOCATION: Franklin Community High School

NUMBER OF DAYS PER YEAR: 260 days per year

NUMBER OF HOURS PER DAY: 8 hours per day

DUTIES: See attached

REQUIREMENTS: High School diploma/GED; strong computer skills; excellent interpersonal skills; ability to be flexible and work in fast-paced environment; administrative experience helpful.

BENEFITS: Available on the 1st day of the month following 60 days of employment

SALARY: Based on experience – starting at \$20.19 per hour

POSITION BEGINS: Immediately

APPLICATION DEADLINE: Open until filled

CONTACT: Mr. Doug Corliss, Performing Arts Center Director - corlissd@franklinschools.org

Dr. David Clendening
SUPERINTENDENT

'All applicants considered for hire after July 1, 2009 must obtain a criminal history background check subject to I.C. 20-26-5-10. This background check must be completed through the Indiana State Police prior to receiving an offer of employment with the cost being borne by the applicant. If selected for an interview, additional information will be provided at the time of interview.'

Franklin Community Schools is an equal opportunity employer and does not discriminate on the basis of age, race, color, religion, gender, handicapping conditions, or national origin, including limited English proficiency. No person is excluded from participation in, denied the benefits of, or otherwise subjected to unlawful discrimination on such basis under any educational program or student activity.



Job Title:

Front of House/Box Office Manager

The Franklin Performing Arts Center:

At The Franklin Performing Arts Center, we know that our future success depends on our ability to attract and retain the very best talent. We are seeking individuals that are passionate about hospitality and committed to being their personal best. We are a dedicated passionate team of individuals, inspiring a lifelong involvement and appreciation for the arts through a commitment to world class experiences and performances.

Position Summary and Purpose:

To effectively manage the Box Office operation, maximizing revenue from the sale of tickets and ensuring the highest standards of customer care is maintained. Provide excellent customer service to all guests. Ensure all revenue generating opportunities are maximized. To motivate and lead the box office team by example on a daily basis by maintaining the highest standard of presentation; demonstrating a positive attitude; dealing promptly and professionally with all ticketing requests and providing excellent customer service to all guests of The Franklin Performing Arts Center. Provide information by relevant processes internally and externally to assist and enable organizational operations and effective service for The Franklin Performing Arts Center at Franklin Community High School.

Essential Functions

1) Box Office Manager

- Answer phones and return voicemail messages from parents, patrons, guests, and clients
- Process ticket requests, purchase, refund, and exchange transactions
- Collaborate with producers for all discount codes and ticket offers
- Maintain patron database
- Greet visitors, patrons, guests, and clients
- Return emails from parents, patrons, guests, and clients
- Establish, maintain, and coordinate volunteer box office staff and schedules
- Establish and maintain regular box office business hours
- Extract and analyze weekly/daily/Net and Gross reports for finance department and visiting companies
- Responsible for completing relevant documentation in relation to the Box Office and event operation.
- Setup and load events to Vendini prior to each season/event
- Responsible for the security of the Box Office and any monies taken, and ensure that the Box Office takings accurately balance at the end of the shift
- Maintain appropriate levels of ticket stock, stationery and publicity material, ensuring stocks are ordered in line with business needs
- Ensure that the box office team provides a high level of customer care at all times. Ensure the box office team are motivated and friendly to maximize sales and provide high standards of guest care
- direct box office staff to ensure that data is cleaned regularly to avoid duplicate accounts and ensure accurate customer records
- Prepare and rollout email marketing campaigns to patrons
- keep up to date with industry ticketing and marketing practices and with system developments to ensure best value effectiveness and disseminate this knowledge to performing arts center director
- identify opportunities to sell tickets through other mediums to increase income

2) Front of House Manager

- Establish and coordinate volunteer usher, concessions, and event staff
- Greet and assist patrons, visitors, and guests
- Coordinate lobby setup with clients and performing arts center director for each event

- Coordinate auditorium cleanup and setup with custodial and performing arts center director
- Ensure lobby is setup, clean, and tidy before each event
- Ensure with custodial staff restrooms are maintained, clean, and fully stocked before and during events
- Work with maintenance team to ensure lobby, auditorium, and surrounding areas are well maintained, and all equipment and lighting are functioning before events

3) General Duties and Concessions

- Coordinate with the performing arts center director scheduling requests for the use of the facilities and setting the calendar for the yearly events for each area. Enter events into FS Direct for approval.
- Coordinate lobby and display case setups with band, choir, and various clients for events
- Assist and process contractual agreements, ready for signing by performing arts center director
- Process limited background checks on all volunteers
- Assist with marketing and promotional advertising of events
- Attend marketing meetings as required
- Assist performing arts center director as needed with administrative and backstage tasks
- Continue to develop and maintain performing arts center's website and social media pages I.E. Facebook, Twitter, etc.
- Coordinate and oversee all catering and concessions for all performing arts center events
- Maintain concessions documentation, reports, and files
- Ensure concession stand is clean, sanitized, and tidy before and after each event
- Develop and maintain concession stand menus based on event type
- Basic food preparation for performing arts center events
- Maintain all digital signage
- Develop and present alternative methods of revenue generation
- Develop and maintain costume, props, and scenic rental databases
- Develop and maintain marketing campaign for rental items
- Coordinate and provide hospitality and catering for guest artists and crews
- Fill in for performing arts center director when absent
- Other duties as assigned by the performing arts center director