

POSITION: Assistant Box Office Manager**LOCATION: [MAJESTIC THEATRE & Charline McCombs EMPIRE THEATRE](#) - SAN ANTONIO, TX**

The Ambassador Theatre Group is seeking an Assistant Box Office Manager to join the ticketing team in San Antonio at the Majestic and Charline McCombs Empire Theatres. Are you passionate about the customer service and creating positive experiences for patrons and partners?

The Assistant Box Office Manager reports to the Ticketing Director and is responsible for supporting in event management including ticket builds in Ticketmaster Host, supervision of the ticketing team, financial reconciliation and accounting, communication and relationship cultivation with industry professionals, demonstrating ATG standard customer & client experience.

Essential Functions

- Event management from start to finish including communication with Promoter/Venue management, Ticket Builds/Scaling in Ticketmaster Host, Inventory Management, Interdepartmental communication. Distributing daily ticket reports. Communicating with Ticketmaster account representative as necessary on behalf of venues.
- Departmental management support including supervision of Box Office operations including will call, guest lists, ticket scanning, staff scheduling, recruiting, training.
- Financial oversight ensuring cash handling policies and procedures are followed, reconciliation and accounting of tickets sales for each event and settlement reporting, cash deposits, scheduling weekly payroll.
- The ATG Experience starts with ticketing and doesn't end until customers leave downtown Houston Street after the show. As one of the first team members to connect with our patrons and partners, the Assistant Box Office Manager sets the tone for what our customers and partners expect from their ATG Experience in the Majestic and Empire Theatres. We are looking for a team member to work with us to make it a warm, positive, and memorable experience from start to end!

Qualifications:

- Experience in Box Office/Ticketing Management
- Knowledgeable on Ticketmaster Host, TM1. Prefer Archtics Experience
- Understanding of basic accounting
- Experience interacting with customers and leading team members
- Availability to work events and non-traditional schedule (days/nights, weekends, and holidays)
- Skilled at time management with flexibility and the ability to work within deadlines
- Experience in cash handling
- Proficient in Microsoft Applications (Outlook, PowerPoint, Word, Excel)
- Effective communication skills, both oral and written.
- Enjoys analyzing challenges for effective solutions.
- Ability to perform work requiring accuracy and attention to detail

How to Apply

Email resume and cover letter including contact information for three professional references to EmilySmith@TheAmbassadors.com. **Please include “Assistant Box Office Manager” in the subject line of your email.** No phone calls, please. Position is based in San Antonio, Texas.

The above statements are intended to describe the general nature of work performed by the Assistant Box Office Manager. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of this position. Ambassador Theatre Group is an equal opportunity employer.