



510 Mill Street
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Thrasher Opera House - BOX OFFICE & EVENTS MANAGER

The Box Office & Events Manager is a key role at the Thrasher Opera House. In addition to general office and box office administration, this position handles event setup, volunteer coordination, and correspondence with ticket holders. Computer skills and excellent customer service are important components of this position.

This is a FT salaried position with a benefit package. Hours are flexible during the week, with the understanding that concerts are on the weekends, weekend work is expected (Typically one night per weekend: Friday and/or Saturday). Job requires physical work with event set up.

Skills required: Customer service, proficiency in Microsoft Office and using email.

Skills preferred: bartending knowledge or willing to learn, Square POS, Knowledge of WordPress

Responsibilities:

- **Box Office/Ticketing**
 - Order tickets and track ticket sales for each concert
 - Process telephone, walk-in and online ticket orders
 - Respond to general email inquiries
- **Front of House Manager**
 - Ensure smooth running of the box office on concert nights
 - Care and feeding of incoming artists on concert nights
 - Primary staff supervisor of concert volunteers
 - Setting up artist merchandise table with artist upon arrival
- **Set up of opera house for events**
 - Plan how space will be set up for each event; coordinate setting up with other staff
 - Schedule cleaning service prior to each event
 - Create weekly order list for concession supplies
 - Set up Green Room for incoming artists
- **Volunteer Management**
 - Primary trainer of Thrasher volunteers, keeper of the volunteer files and manual
 - Respond to new volunteer inquiries
 - Schedule volunteers for each event
- **Missoula Children's Theatre program duties**
 - Organize MCT info and disseminates it to a variety of local contacts including schools, libraries
 - Arrange lodging for MCT directors, orient them upon arrival, and oversee them during the week
 - Set up at least three MCT workshops at area schools, libraries, etc.
 - Line up volunteer accompanist and arranges for piano tuning
 - Prepare signage and student take home documents
- **Miscellaneous**
 - Take minutes at board of directors meetings
 - General care for building, in rotation with other staff (garbage/recycling, flower maintenance, changing front sign and sign at Chamber of Commerce, etc.)
 - Other miscellaneous as needed