



Job title: Box Office Manager
Reports to: Director of Advancement
Classification: Full-time, Salaried, Exempt

Job Description

Des Moines Metro Opera seeks a detail-oriented, service-minded **Box Office Manager** to oversee ticketing operations and process ticketing, gift, and constituent information in PatronManager.

Reporting to the Director of Advancement, this position is a key member of the Advancement department, which encompasses Development, Marketing and Communications, and Box Office operations. The manager provides welcoming, responsive service throughout the patron experience, from purchasing tickets and planning a visit to attending performances. The position oversees box office operations for the summer festival and other ticketed events, including Stars of Tomorrow, the Tasting Showcase, the Opera Gala, artist recitals, and special Guild events. The manager also processes and verifies ticket orders, donations, pledges, payments, and contact updates, ensuring accurate records and consistent data-entry practices. The position collaborates with colleagues to support effective patron communications, reliable reporting, and fundraising and audience engagement efforts throughout the year.

Duties and Responsibilities

- **Box Office Operations**
 - Manage ticket orders received by phone, mail, e-mail, online, and in-person, including subscriptions, individual tickets, exchanges, and other requests
 - Answer incoming box office calls as a core daily responsibility, providing friendly, knowledgeable assistance; return voicemail messages promptly
 - Create and maintain seasons, productions, ticketed events, and subscription packages in PatronManager
 - Oversee ticket printing, mailing, and electronic delivery, and maintain necessary ticket supplies
 - Serve as the primary box office representative at DMMO performances and coordinate box office operations at off-site events
 - Maintain waitlists and ticket requests for sold-out performances
 - Monitor and improve the ticket-buying experience, including website functionality, order forms, printed materials, and automated communications
 - Work with the Director of Advancement to implement approved pricing strategies, seating adjustments, and other initiatives that support ticket revenue goals
 - Prepare ticket sales reports and monitor progress toward sales targets
- **Data Entry and Gift Processing**
 - Enter and update patron and constituent information in PatronManager accurately and consistently, following established procedures
 - Work with Development staff to process and verify donations, pledges, pledge payments, and contributions associated with ticket orders using established coding and documentation procedures
 - Update contact information, mailing addresses, household relationships, communication preferences, and other constituent information
 - Review entries for accuracy, correct routine errors, and flag duplicate records or other inconsistencies for resolution
 - Provide accurate gift information to Development staff for timely acknowledgments and stewardship
 - Work with Finance to support regular reconciliation of ticketing and contribution records
 - Complete relevant PatronManager training and maintain proficiency in the system
 - Protect confidential patron, donor, and transaction information
- **Patron Communications and Guest Experience**
 - Serve as a primary point of contact for ticket buyers, providing knowledgeable, courteous assistance before, during, and after performances
 - Coordinate the pre- and post-show patron communications

- Assist patrons with accessibility requests and coordinate appropriate accommodations with the Front of House Manager
- Ensure clear, accurate information about parking, venue access, dining, concessions, and other patron amenities
- Coordinate wayfinding signage at performance locations
- Coordinate DMMO shuttle service opportunities
- **Sales and Departmental Collaboration**
 - Work closely with Marketing to support ticket sales goals for the summer festival and special events
 - Work closely with Development to support Annual Fund giving and contributions associated with ticket purchases
 - Coordinate group ticket sales and student rush tickets, and cultivate relationships with retirement communities, schools, and other prospective groups
 - Assist with Advancement initiatives throughout the year, including fundraising campaigns, donor and patron events, mailings, and special projects, with responsibilities assigned according to departmental needs and priorities

Requirements

- Strong customer service skills, including confidence and professionalism when assisting patrons by phone, and a demonstrated ability to build positive relationships with patrons, donors, and colleagues
- Exceptional attention to detail and experience maintaining accurate records or processing detailed transactions
- Experience using a CRM, ticketing platform, or comparable database; Salesforce or PatronManager experience is preferred
- Strong computer skills, including proficiency in the Microsoft Suite
- Three or more years of relevant experience in box office operations, nonprofit administration, or database management preferred.
- Excellent organizational, written, and verbal communication skills
- Ability to manage competing priorities, meet deadlines, and work independently while collaborating effectively across departments
- Ability to work evenings and weekends during the summer festival and other scheduled events
- Ability to work within established budgets
- Residency in the Des Moines metro area or willingness to relocate. A relocation stipend will be offered if needed

Physical Standards

This position involves moderate work with lifting or moving up to 30 pounds occasionally and sitting or standing for long periods of time. The position requires the ability to use computer equipment and the ability to communicate verbally and in written word. This position occasionally requires long hours and a flexible work schedule in support of a performance schedule and special events.

Compensation and Benefits

Competitive health, life, disability, and retirement plan, and generous PTO. Annual salary: \$55,000.

Application Process

Submit resume and cover letter by email to:
 Scott Arens, Director of Advancement
sarens@dmmo.org

Deadline

Applications will be accepted until the position is filled. Applicant screening process to begin immediately.

As an Equal Opportunity Employer, Des Moines Metro Opera celebrates diversity and inclusion. We do not discriminate against any employee or job applicant on the basis of race, color, religion, national origin, creed, gender identity, sexual orientation, pregnancy, disability, age, veteran status, political affiliation or philosophy. All qualified applicants are encouraged to apply.