



MOAB MUSIC FESTIVAL

music in concert with the landscape®

Title: Box Office Manager & Office Administrator

Job Description:

Responsible for all Festival ticketing, box office functions and general office operations. This position ensures client and patron satisfaction through product knowledge, event build accuracy, and exceptional customer service. In addition, this position will perform a wide variety of daily administrative, support and financial functions requiring frequent contact with the public. The position focuses on relationship building and requires a person with integrity, confidentiality, and a positive and outgoing personality.

Primary Areas of Responsibility:

Box Office Manager

- Manage and execute all aspects of Festival ticket sales including management and operation of online ticketing system (Tix.com), complimentary ticket program, ticket donations to other organizations and all tracking and reporting.
- Serve as primary point of Festival interaction with patrons (in-person, email, and phone).
- Contact donors to distribute ticket benefits (concierge service, priority seating, etc.).
- Track and print tax acknowledgement letters for benefit ticket purchases.
- Recruit, train and oversee box office volunteers and Front of House support.
- Update concerned parties with current ticketing numbers (venue operators, MMF Production and Operations Director, etc.).
- With guidance from Executive Director, Marketing Director, Artistic Director and board marketing committee, help set and reach overall ticket sales goals for the year.
- Track ticket sales, and create robust reports on a weekly, monthly, and annual basis, as needed.
- Implement promotions, create an upselling program, and collect, analyze, and use data.
- Assist with website updates, especially information regarding ticket purchases and concert experience.
- Coordinate registrations/ticket purchases with Outfitters and shuttle needs, as needed.
- Prepare and manage “traveling” box office for different venues: set-up, oversee, and pack up each box office area at different venues.

Administrative

- Attend weekly staff meetings and production meetings as called.
- Coordinate with the Executive Director to update administrative and board materials.
- Assist with planning, managing, and hosting special events, as needed.
- Process accounts receivable and follow up communication with relation to receivables (basic Quickbooks or similar accounting software experience strongly preferred).
- Perform a variety of routine office tasks and operations, including data entry, filing, proofreading, etc.
- Schedule office cleaning.
- Purchase office supplies as needed.
- Attend scheduled Board Meetings throughout the year.

- Keep learning current on software programs.
- Serve as primary office receptionist.
- Other office administrative duties as determined/assigned.

Working conditions/physical demands: Required to perform some essential functions of the job during evening and weekend hours, particularly during Festival concerts and events. During the Festival will work outside in the heat and sandy & rocky terrain. Must be able to lift and move up to 30 lbs.

Required Travel: Minimal travel 1-2 times a year in state for training & development.

Reports to: Executive Director

Terms: Full-time salaried, year-round, exempt (does not qualify for overtime)

Salary: \$37,000/year

This is a year-round, exempt (salaried), full-time position. Employees are eligible for 9 paid holidays, sick leave, and vacation days. Employee will be required to be in the office Monday through Friday but an occasional remote work schedule can be negotiated at the discretion of the Executive Director.

How to Apply: Please submit via email a current resume/CV, cover letter, and contact information for three (3) professional references to jobs@moabmusicfest.org with the job title in the subject line.

MMF is an Equal Opportunity Employer.