

Policy Title Box Office Lead	Policy Type Human Resources		Policy Number HR-300
	Date Adopted	1 July 2018	Revision Date As Needed
	Page: 1 of 2		

Policy Statement/Rationale

The Box Office Lead shall be the liaison between the BTG Board of Directors and The Box Office operations. This position will provide direction to Box Office attendants in order to deliver customer service to BTG patrons, selling tickets, subscriptions, and gift certificates. The Box Office provides a presence in the community that helps promote the BTG and Pinnacle Playhouse. The Box Office Lead will take an active part in directing the Box Office operations to provide this service following the policies as set out by the BTG Board of Directors.

The Box Office Lead will ensure that attendants are familiar with the various policies and that they are familiar with the Freedom of Information and Protection of Privacy guidelines and our own privacy expectations. Any personal/private information of our patrons or employees will be kept secure by the individual.

Procedures/Responsibilities/Expectations

1. Report to Director of Box Office and Subscriptions.
2. Report preparation for various Board members as requested (eg. Play stats, financial reports, tracking of donations, 50/50, concessions, play sales, extra events).
3. During the two weeks prior to a play’s run and during the run of a play there may be as many as 6 to 8 hours per week of managerial duties to be done.
4. Weekend availability is necessary to ensure that floats are available for Box Office and House attendants.
5. In collaboration with Directors of Production and Program, discern that dates of events are conflict-free.
6. Loading of plays into the ticket sales software.
7. Final preparation of subscription lists and oversee the distribution of renewals and purchase/sales of subscription packages.
8. Make bank deposits on a regular basis (especially during Subscription season when payments and donations are coming in).

9. Scheduling of Box Office attendants and delegation of work to be done with regard to the above noted tasks.
10. Key management and safe management (must be in good standing with BTG and retain a police records check).
11. Monitor Theatre email and respond or forward as required.
12. Other duties as required by the Board.

Approved by Motion recorded in minutes of: 2 May 2018

Recorded by: Nancy Garrod

Position: Secretary

Review: As Needed