

# PALM BEACH OPERA

**Job Title:** Box Office Manager  
**Reports to:** Director of Marketing & Communications  
**Classification:** Full-Time, exempt

Palm Beach Opera seeks a **Box Office Manager** to begin work in December 2024. This position is a key member of the sales and marketing team, overseeing the day-to-day operations of the Box Office to ensure impeccable customer service for Palm Beach Opera's patrons.

## Primary Responsibilities

- Manage Subscriptions, Individual Ticket Sales, and Group Sales for all Palm Beach Opera events.
- Maintain accurate customer data in PatronManager to support Palm Beach Opera's fundraising, publicity, and sales efforts.
- Ensure a high level of customer service in all Palm Beach Opera interactions.
- In patron communications, identify prospects who may become subscribers or donors, and collaborate with the development department on cultivation.
- Receive and respond to a wide range of public inquiries, concerns, and special issues.
- Generate regular management reports with accurate, up-to-date data on sales.
- Provide ongoing analysis of ticket buying and subscription trends to make reliable projections and identify potential challenges and opportunities.
- Build ticketed events, seating maps, and subscription renewals in the PatronManager Database.
- Reconcile sales reports between Box Office data and the Finance department.
- Create segmented database lists for the marketing department to deploy targeted ticket sales campaigns.
- Work with staff members to set up events, maintain seating manifests, and manage the preparation, presentation, and settlement of all Box Office records.
- Develop and maintain a Box Office Operations Manual.

## Qualifications and Requirements

- A cheerful and warm personality with a passion for customer service. An empathetic and patient listener with a positive and friendly attitude.
- An enthusiasm for the company's mission and an eagerness to learn about and promote the company's activities.
- Excellent verbal and written communication skills, and the ability to interact with a wide range of personalities.
- Ability to establish priorities and multitask, with strong organizational and creative problem-solving skills, a collaborative nature, and meticulous attention to detail.
- Discretion with confidential and sensitive information.
- Knowledge of computerized information systems and their application, including Microsoft Outlook and Microsoft Office. Experience working with CRM-style ticketing systems is preferred, and knowledge of PatronManager is an advantage.
- Must have the ability to work flexible hours for company's performances, including extended hours, evenings, and weekends.
- Access to reliable transportation.

*This job description is not necessarily an exhaustive list of all responsibilities, duties, skills, requirements, or working conditions associated with the job. While this listing is intended to be an accurate reflection of the current job, the company reserves the right to revise the job or to require that other or different tasks be performed or assigned.*

**Please forward your cover letter and résumé in pdf format to: [pboHR@pbopera.org](mailto:pboHR@pbopera.org). Please address communications to Tim Hill, Director of Marketing & Communications.**

## **ABOUT THE COMPANY**

Palm Beach Opera is one of the nation's most highly regarded opera companies, noted for its more than 60-year legacy of excellence in mainstage productions featuring internationally-renowned singers, a robust education program which has a history of deep impact throughout Southeast Florida, and one of the premier resident artist training programs in the industry.

The 2024 season was a triumph in each area of the company's mission. The three mainstage productions at the 2,220-seat Kravis Center for the Performing Arts were a showcase of superstars, from the sensational US debut of Anastasia Bartoli in *Tosca* alongside legendary bass-baritone Greer Grimsley, to the return of Kathryn Lewek in the tour-de-force role of the Four Heroines in *The Tales of Hoffmann*, to Angela Meade's generation-defining interpretation of *Norma*. The 2025 season builds on these successes with classic productions of *Roméo et Juliette*, *La traviata*, and *The Marriage of Figaro*.

The company's community engagement programs continue to be a vital force for arts education in the region, reaching thousands of children and adults each year, from frequent classroom concerts, to panels with visiting scholars, and many more activities designed to inspire a lifelong love of the performing arts, including an exciting partnership with the Boys & Girls Clubs in which the children create and perform their own operas.

PBO has also become one of the leading training centers for emerging artists in the opera industry. Since the company's first iteration of a formalized resident artist program in 2004, which included then-rising-star Nadine Sierra among its participants, PBO has built an impressive track-record of success in identifying and training the next generation of singers, and this season marked the milestone of PBO's fifth winner of the Plácido Domingo's Operalia Competition in just the past three years. With the current three-tiered structure, PBO provides opportunities and mentorship for artists at several key stages of their development – from high school voice students preparing for college as part of PBO Studio, to recent conservatory graduates building professional experience in the Apprentice Artist Program, to singers on the verge of launching careers as principal artists through the Young Artist Program.

Palm Beach Opera is located in one of the world's great resort communities, which boasts an unparalleled quality of life and is known for beautiful weather, pristine beaches, abundant outdoor activities, world-class dining, and a vibrant cultural scene.