

# 2NDSTAGE 40 YEARS BOLD

## ASSOCIATE MANAGER, TONY KISER BOX OFFICE

### ESSENTIAL DUTIES & RESPONSIBILITIES

Serve as the head treasurer of the Tony Kiser Theater, Second Stage's 299-seat Off-Broadway venue on 43rd Street and 8th Avenue. This position reports directly to the Director of Ticket Services.

### KEY ABILITIES & REQUIREMENTS

- Managing and scheduling a staff of part-time employees and one full-time assistant manager
- Serving as Subscription Services Manager for Second Stage's subscriber base, handling renewals, sub ticket booking, exchanges, confirmations.
- Reconciling all performances at Tony Kiser Theater (and, when applicable, at the McGinn-Cazale Theater on 76th and Broadway) with Company Manager and House Manager
- Maintaining contacts and relationships with third-party ticketing organizations
- Working with Audience Services Manager and Director of Ticket Services on special projects
- Establishing and maintaining excellent customer service framework for employees
- Assisting part-time employees during busy times by being on the phones with subscribers and/or single-ticket buyers
- Attending meetings with Company Management, Development, and Marketing, among other departments on a regular basis
- Working in close conjunction with Treasurers at the Hayes Theater on Broadway
- Interview and hire employees, if applicable

### QUALIFICATIONS AND SKILLS

- Minimum 3-5 years box office experience
- Knowledge of and experience using Tessitura
- Excellent managerial skills, including the ability to delegate work to assistant manager and/or part-time employees
- Cash handling and reconciliation skills
- Familiarity with Microsoft Office Suite
- Excellent customer service skills and instincts
- Background or interest in theater
- Nights and weekends required
- Applicants should be willing to commit at least one full season in the position.
- Detail-oriented while working in an often fast-pace environment

**This is a full-time position. Generous benefit package including health/dental insurance, paid time off, Summer Fridays, and 401(k) included.**

Email resume, cover letter, and salary requirements to [jobs@2st.com](mailto:jobs@2st.com) with subject line: "Kiser Box Office." No phone calls, please.