



## **BOX OFFICE MANAGER**

### **JOB POSTING**

#### **ORGANIZATION DESCRIPTION**

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**Ottawa Chamberfest aspires to change lives through music** by presenting chamber music in an annual summer festival, a concert series, and community engagement and arts education activities. Under the artistic leadership of violinist Carissa Klopoushak, Ottawa Chamberfest is committed to artistic excellence, innovation in programming, community engagement, and inclusion.

The overall artistic strategy is built around a diverse multi-stream approach that embraces music from the 1400s to today, interdisciplinary works, and collaborations. It focuses on driving the art of the small ensemble forward, and serving the widest possible community.

Ottawa Chamberfest has been presenting a music festival in the heart of the National Capital for over 25 years. Every summer, Ottawa's Carleton Dominion-Chalmer Centre, museums, galleries, theatres and heritage sites play host to indoor and outdoor performances by artists from around the world for two weeks. In recent editions, Chamberfest has presented over 100 concerts to over 80,000 listeners, making it one of the largest chamber music festivals in the world.

As the festival has grown, so has the demand for chamber music. In response to this demand, a concert series throughout the fall, winter, and spring was created in 2000. It has enabled the organization to engage with a wider community of artists and audience members, and provided another outlet to share music of the highest quality.

The organization has also invested heavily in community engagement and education events that bring music to schools, care facilities, and the streets. It includes important community building initiatives and investment in mentorship opportunities for up-and-coming artists.

#### **THE OPPORTUNITY**

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##### **Summary:**

The Box Office Manager (BOM) manages the Client Relationship Management (CRM) system and the box office functions of Chamberfest/Ottawa Chamber Music Society (OCMS). They are the front line to most patron relations and supports the fund development, marketing, communications, finance, and administration functions of the organization. The BOM is responsible for the coordination and supervision of volunteers, student/youth (CSJ) and job creation partnership (JCP) employees who are assigned duties in support of seasonal contracts of the box office and related activities. The BOM participates in the ongoing development, evaluation and revision of organizational operational materials and works with OCMS staff to deliver training in various systems as needed. They report to the Executive Director, but have strong interactions with all OCMS departments.

## **Responsibilities:**

### **CRM Administration**

- Primary administrator for all aspects of the ticketing and customer relationship management (CRM) database
- Data research and analysis – Generating and automating customized ad hoc reports in support of department needs, board meetings, sales forecasts and audits
- Data mining – Building and maintaining tailored dashboards for reporting on up-to-the-moment database activity
- Development of system processes and automation – Customizing Patron Manager/Salesforce by creating back end automated workflows unique to the OCMS
- Data Migration – Responsible for the successful transfer of data between database systems including determining data format structure;
- Data integrity – Providing scheduled and ad hoc system checks for information accuracy, protocol compliance, process error, and incorrect or duplicate data

### **Box Office**

- Exercises exemplary customer relations
- Builds season, company and festival events within the CRM and oversees the preparation and sale of tickets
- Recommends structure of season and festival ticketing including packages, subscriptions, and single tickets
- Coordinates the outlets and venues and ensures distribution of tickets, collection of monies, etc. as needed
- Tracks, manages, and coordinates maintenance of box office equipment including laptops, printers (tickets & passes), ticket scanners, and mobile box office kits
- Trains seasonal personnel and volunteers on Box Office systems and ensures these and/or other staff are trained in balancing and reconciliation procedures;
- Ensures the Box Office is maintained and is clean and orderly at all times;
- Arranges discount group ticket sales and certificates
- Builds a positive relationship with system providers to facilitate the management of data base systems, reporting features, data manipulation, etc.

### **Marketing & Development**

- Assists fundraising personnel with all season and fundraising campaigns
- Assists in researching, developing and creating solutions to fundraising and marketing challenges related to the patron database.
- Assists the Head of Marketing and Communications in marketing initiatives and promotions.
- In cooperation with Development Manager, supports the receipt and recording of donations that come through the Box Office and assists in the preparation of thank you letters and related print materials from the CRM system.

- Updates patron records (including credit card information) as required
- Prepares data pulls and mail merges for direct mail campaigns ensuring timely execution of mailings
- Coordinates with distribution contractors for mailings of print materials.

#### **Finance & Administration**

- Administers petty cash for mobile box office sites
- Prepares reports as required that reconcile ticketing and donation activities between box office, merchandise and other sales and donor management systems and the accounting system
- Ensures smooth operations of box office computer systems and arranging service calls as required for outlet and offsite box office
- Participates in administrative functions related to office management and other OCMS activities as required
- Prepare reports and supply information as required to support board reports, funding applications, and other as required

### **CANDIDATE PROFILE**

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#### **Candidate is:**

- Passionate about every aspect of the patron experience;
- Highly organised and has a keen attention to detail;
- An adaptable planner;
- A creative problem solver, able to think on their feet, and who embraces change;
- Sensitive to socially inclusive, diverse, equitable, and accessible language elements.

#### **Skills**

- Demonstrable experience managing human and financial resources;
- Strong project management and organisational skills;
- Experience with Customer Service Management software; Patron Manager experience would be considered an asset;
- Exceptional customer service manner and philosophy;
- Proficient with email marketing, email automation, and social media management tools;
- Proficiency and autonomy with databases;
- Experience working in/ability to integrate an Office 365 environment.

#### **Personal attributes**

- A result-oriented planner;
- A team player with a sense of humour;
- Ability to learn quickly and adapt to changing environments;
- Strong analytical thinking skills;
- Effective problem-solver;
- High degree of openness and transparency;

- Strong English communication skills (writing, oral);
- Previous professional experience in the arts sector and/or lived-knowledge of classical music is a strong asset;
- Professional proficiency in French is preferred; a third language is an asset.

## **TERMS OF EMPLOYMENT**

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This is a full-time position with a salary in the range of \$39,500 to \$44,500 commensurate with experience, three weeks of vacation, employer contribution to a RRSP, and access to group benefit.

The position requires frequent evening and weekend work.

The successful candidate shall start in November 2022 or at the earliest convenience. At time of posting, Ottawa Chamberfest staff work a hybrid environment (office, home, and on-site concerts).

## **HOW TO APPLY**

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Please apply by email with a cover letter and a resume to [hr@chamberfest.com](mailto:hr@chamberfest.com). Applications will be reviewed beginning **Monday, November 7, 2022**.

Qualified candidates from all backgrounds are welcomed and encouraged to apply. We invite candidates who may require assistance during the application/hiring process to let us know and we will work with them to meet their needs.

Ottawa Chamberfest thanks all applicants for their interest. Only those advancing in the process will be contacted.

## **ADDITIONAL INFO**

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Ottawa Chamberfest works to build a world where the rights, dignity, and worth of every human being is respected and celebrated within our organisation and our community. We strive to create a climate that is respectful, safe, and inclusive – where all feel welcome and valued, and where all are supported to make their contribution. We welcome and encourage applications from candidates of all heritage, cultures, ethnicities, gender identities, sexual orientations, abilities and others who may contribute to the further diversification of ideas.

Founded in 1994, Ottawa Chamberfest is registered with the Canada Revenue Agency as the Ottawa Chamber Music Society.

*Ottawa Chamberfest's activities take place on the unceded territory of the Anishinaabe-Algonquin people who are the traditional caretakers of this region which is also home to many nations from across Turtle Island. As a team, we recognise that we have a great deal to learn and have a responsibility to increase our knowledge and understanding of history and the associated realities of the Indigenous people of this land.*