

## Box Office Treasurer

Department:	Box Office
Job Title:	Box Office Treasurer
Reports to:	Director of Sales and Ticketing
Full-time, hybrid onsite / remote work	Hours: Monday - Friday 9:00AM to 5:00PM Weekends and evenings for events and performances

### GENERAL DESCRIPTION

The Box Office Treasurer is a contract role, employed by Music and Dance Theater Chicago (dba Harris Theater) and governed by a collective bargaining agreement (“CBA”) with the Treasurers and Ticket Sellers Union Local 750, of the International Association of Theatrical Stage Employees of the United States and Canada. The Box Office Treasurer is responsible for event setup, ticketing and box office operations, scheduling and leading a team of part-time Ticketing Services Representatives, and patron data management for the Harris Theater, a 1,499-seat multi-use performing arts venue located in Millennium Park. The Treasurer works closely with the Operations and Marketing departments on box office support for all public, ticketed events including the Harris Theater Presents series, productions by the Theater’s 20+ local Resident Companies, and rental engagements.

### DUTIES AND RESPONSIBILITIES

#### Ticketing Operations and Setup

- Attends meetings with resident and rental companies to determine box office and ticketing needs during their engagement(s) and facilitates all necessary box office set-up as required by company contracts with Harris Theater;
- Evaluates, makes recommendations and establishes best practices for season set-up, ticket reporting, staff training, and box office procedures as relates to the Tessitura database;
- Acts as the primary ticketing contact with Ticketmaster for commercial engagements;

#### Box Office management:

- Determines required staffing needs and makes appropriate hires;
- Documents and establishes procedures for staff absences;
- Conducts annual reviews for all box office staff;
- Communicates with senior management on customer service issues and company concerns as related to the box office and ticketing procedures;
- Manages box office budget and makes budgetary recommendations to senior staff on needs including additional staff, hardware and soft goods;
- Balances box office bank accounts and works with finance office as required to reconcile monthly and quarterly bank statements and merchant accounts;

#### Database Management

- Attends all meetings related to the Tessitura database consortium, informs consortium on best practices in the box office, and makes suggestions appropriate to maintaining the integrity of the database;
- Schedules automated reports as necessary for all departments, vendors and companies;
- Works with IT staff as necessary to maintain to regular reporting and systems for box office database.

#### Additional Duties

- Except as specifically provided in the CBA, management has the right to direct and assign work; hire, suspend, or
- discharge employees for just cause; increase or decrease the working force, schedule all work, and make rules and
- regulations for the conduct and management of operations at the Theater.

## **EXPECTATIONS AND EXPERIENCE**

As a member of the Harris Theater team, the Box Office Treasurer is expected to:

- Uphold the Harris Theater's mission to be a home for music and dance, and embody organizational core values of artistic integrity, collaboration, belonging, and respect
- Attend performances/events as require and share staffing responsibilities with the team for the welcome table, event logistics, and other areas as assigned
- Participate in regular team meetings, share ideas, and communicate openly with peers and supervisor about questions, challenges, and successes
- Maintain professional conduct and represent the Theater positively in all interactions with artists, partner organizations, donors, and patrons

## **SALARY**

The Treasurer is paid at an hourly rate of \$33.68, with a regular work week of five days per week. All work for the Treasurer in excess of 40 hours per week shall be paid at the rate of 1.5 times the standard hourly rate. No overtime work may be performed without the express approval of the Theater.

To apply, please submit cover letter and resume to [communications@harristheaterchicago.org](mailto:communications@harristheaterchicago.org).  
No calls, please.

The Harris Theater is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, veteran, national origin, or disability status or any protected characteristic as outlined by federal, state, and local laws. If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by contacting [access@harristheaterchicago.org](mailto:access@harristheaterchicago.org). Any new hire of the Harris Theater will be required to be fully vaccinated against COVID-19 by their first date of employment. Employee will be required to complete a Harris Theater COVID-19 vaccination disclosure during the initial on-boarding. Medical and religious exemption form made available upon request.