



## Job Description

### Box Office & Ticketing Manager

**Description:** The **Box Office & Ticketing Manager** will advance the mission of the Wortham Center for the Performing Arts by ensuring exceptional guest experience for visitors and clients.

The Box Office & Ticketing Manager is a key leadership role at the Wortham Center for the Performing Arts, shaping the experience of more than 55,000 visitors each season. This position leads Wortham's Box Office team and sets the standard for exceptional customer care across the organization.

The Wortham Center for the Performing Arts includes the Diana Wortham Theatre (500 seats), the Tina McGuire Theatre (100 seats), and the Henry LaBrun Studio. Located in the heart of downtown Asheville, NC, Wortham serves more than 55,000 people each season through the Wortham Presents Series of critically acclaimed touring artists, a robust education program—including a Student Series, community classes, and summer camps—and as the home venue for more than 40 local organizations.

#### Key Responsibilities:

##### Operations & Customer Experience

- Create and maintain a welcoming, efficient, and solutions-oriented ticketing environment
- Oversee all ticket sales channels (in-person, phone, and online) with a focus on accuracy, accessibility, and guest satisfaction
- Collaborate with Front of House and event services teams to ensure seamless guest experiences
- Lead implementation of donor pre-sales and special access initiatives

##### Leadership & Staff Development

- Lead, mentor, and develop box office team of 4-6 staff, fostering a culture of accountability, collaboration, and exceptional service
- Assist in the execution of emergency communication procedures related to ticketing
- Set clear expectations, provide ongoing coaching, and support professional growth of team members
- Model strong leadership, adaptability, and problem-solving in a fast-paced environment
- Ensure consistent coverage, training, and performance standards across all guest service touchpoints

##### Data, Reporting & Strategic Insight

- Track, analyze, and report on ticket sales, revenue trends, patron behavior, and attendance patterns
- Use data to inform pricing strategies, sales initiatives, and operational improvements
- Regularly generate and share reports with leadership, marketing, and development teams
- Maintain data integrity within the ticketing system and ensure consistent reporting practices

##### Systems & Process Management

- Oversee AudienceView database administration, including event builds, user access, and system optimization
- Manage discounts, promotions, and pricing structures in alignment with organizational goals
- Ensure strong financial controls, including daily reconciliation and cash handling procedures
- Continuously evaluate and improve systems, workflows, and patron-facing processes

### **Collaboration & Communication**

- Partner with marketing and development teams to support campaigns, donor engagement, and audience growth
- Manage and segment customer and donor data for strategic outreach
- Coordinate group sales, particularly for the Student Series
- Serve as a key internal resource for ticketing strategy and audience insights

### **Qualifications**

- Bachelor's Degree in Arts Management or related field (or equivalent experience)
- 3+ years of relevant experience, including ticketing systems, customer service, and staff leadership
- Demonstrated leadership experience with the ability to motivate, develop, and manage teams
- Strong analytical skills with experience in reporting, data interpretation, and decision-making
- A proactive, curious mindset with a commitment to continuous improvement and learning
- Excellent communication, writing, and organizational skills
- Ability to manage multiple priorities in a fast-paced environment
- Proficiency in database systems, spreadsheets, and reporting tools
- Experience with AudienceView and WordPress preferred

### **Special Considerations**

- Ability to stand, walk, sit, and lift up to 25 pounds
- Valid North Carolina Driver's License and clean driving record
- Ability to work with minors
- Night and weekend availability required based on performance schedules
- Periods of high volume and workload expected

The target start date is May 8. Wortham Center for the Performing Arts offers an industry competitive salary and excellent benefits such as health, dental, FSA, life insurance, parking, and a generous PTO package.

### **Application:**

Submit a cover letter and current resume as one document to [opportunities@worthamarts.org](mailto:opportunities@worthamarts.org) by April 17, 2026. Please use "Box Office & Ticketing Manager" as the subject line. No calls or drop ins.

The successful candidate for this position will be subject to a comprehensive pre-employment background check, including but not limited to social security verification, education verification, national criminal background checks, motor vehicle checks, PATCH, FBI fingerprinting, Child Abuse Clearance, and credit history based upon the requirements of the position.

WCPA is an equal opportunity employer and does not discriminate on the basis of race, color, marital status, religion, gender, gender expression, age, sexual orientation, veteran status, national origin, genetic information or physical or mental disabilities that do not hinder performance of essential job tasks. WCPA is committed to recruiting, supporting, and fostering an equitable, diverse, and inclusive community of outstanding staff members and volunteers. Those who share this goal are encouraged to apply.