



Company: Keystone Sports & Entertainment (Philadelphia Union)

Title: Box Office Manager

Reports to: Vice President of Ticket Sales and Fan Services

Process: Apply at www.philadelphiaunion.com

Job Description

- Oversee all financial reconciliation
- Responsible for daily processing of tickets
- Responsible for ticket sales reports to both league and ownership
- Responsible for ticket sales commissions
- Management of game night staffing and event
- Work closely with ticket sales team to create and implement best practices and procedures
- Responsible for Daily Deposits
- Manage part time help to assist in processing and mailing of tickets

BACKGROUND:

In February 2008, Major League Soccer welcomed its 16th team to the league with the introduction of an expansion franchise in Chester, Pennsylvania, a suburb of Philadelphia. The team will be led by the Keystone Sports & Entertainment ownership group comprised of Chairman and Chief Executive Officer of iStar Financial Jay Sugarman, CEO and Operating Partner Nick Sakiewicz, Christopher and Robert Buccini and David Pollin, founding partners of the Buccini/Pollin Group, Swarthmore Group Chairman



James Nevels, and Philadelphia attorney William Doran. The franchise will be run on a day-to-day basis by CEO & Operating Partner and MLS veteran Nick Sakiewicz. Construction of the new 18,000+ seat, \$115M soccer-specific stadium on the historic Chester Waterfront has begun and the team will begin play in 2010. The stadium will anchor a \$500M housing project, office and retail development project for the Chester Waterfront area.

Philadelphia is a top target for a new MLS franchise because of its sports tradition and overall presence of soccer supporters in the region, including Eastern Pennsylvania, Delaware and Southern New Jersey. Within the first 24 hours after the announcement of the expansion, the team had taken over 1,000 season-ticket deposits, a number that has eclipsed the 6,000 mark 12 months before the start of the 2010 season. The excitement and passion the surrounding communities have for soccer has brought Major League Soccer to Philadelphia. Coming in 2010!

SUMMARY:

The Box Office Manager will control all ticket inventories and oversee the processing of orders and payment. Utilizing ticketing software, he/she will create ticketing for events and financial reports; manage and participate in the development and administration of an annual budget; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; direct and monitor expenditures. The Box Office Manager is responsible for the selection, training, motivation and evaluation of all Box Office personnel, and the management of all aspects of customer service related to internal and external customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Build all events in the ticketing system, including seating manifests, price tables, holds/kills, discounts, pre-sales, etc.
- Oversee all financial reconciliation in regards to daily reports, monthly reports and event settlement
- Manage all information being sent and posted through ticketing system
- Act as systems administrator for ticketing system and liaison between staff, promoters, presenters and the facility
- Responsible for system upgrades, occasional testing of new software and routine maintenance and trouble-shooting
- Prepare all ticketing reports for and work with tenants on system training and related premiums services ticketing
- Update and relay all box-office related event information to each department and client
- Investigate and resolve ticket-related issues
- Responsible for season ticket renewal mailings, processing of season ticket monies and printing/mailing of season tickets
- Responsible for all season ticket holder customer service related to upgrades, priority point systems, etc.



Position Description
Box Office Manager

- Responsible for the collection of all ticket monies, tracking of accounts payable/receivable and preparation of sales reports/ticket revenue updates
- Oversee will call for all ticketed events, ensuring compliance to all relevant ticket laws
- Track attendance for all events, including pre-sales, walk-ups, promotions, discounts, etc.
- Process donor seat selection and retention
- Management of all aspects of customer service as it relates to both internal and external customers
- Direct the creation and control of fiscal budget for the Box Office department
- Establish and maintain effective working relationships with internal/external customers
- Analyze challenges, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of organizational objectives
- Work a flexible schedule including early mornings, days, evenings, overnight, weekends, holidays, extended (long) work days and extended numbers of days
- Exercise confidentiality and integrity upon handling personal and financial customer information
- Perform other duties as assigned.

QUALIFICATIONS/EDUCATION REQUIRED:

- Bachelor's Degree from an accredited college or university with major coursework in business management, sports management, business administration or other related field
- Minimum of 2- 4 years of increasingly responsible box office/ ticketing experience, preferably with a sports facility, convention center, performing arts facility or other multi-purpose public assembly facility
- Knowledge of operational characteristics, services and activities of stadium, arena, public assembly facility or convention center sales programs
- Proficiency in Microsoft Office applications and word processing, spreadsheets, database, presentation, graphic design, PowerPoint and Internet software
- Knowledge and experience using Paciolan ticketing system is a plus
- Knowledge of terminology used in box office/sales settings
- Knowledge of principles of budget preparation and control