

FIELD ARTS & EVENTS HALL

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JOB DESCRIPTION

Box Office & Patron Services Manager

THE ORGANIZATION

Field Arts & Events Hall (Field Hall) is the newest and most significant arts, entertainment, and special-events destination on the North Olympic Peninsula. With a 500-seat multi-purpose auditorium, a 300-seat state-of-the-art conference facility, art gallery, catering kitchen, and coffee bar, Field Hall hosts more than 130 events a year and welcomes over 57,000 audience members through its doors annually.

THE POSITION

Field Hall is seeking a **Box Office & Patron Services Manager** to lead the day-to-day operations, strategy, and continuous improvement of our box office and patron services. This is a management role with supervisory responsibility for box office staff and shared oversight of our volunteer usher and docent programs.

The Manager is responsible for the patron experience, anticipating needs, building efficient and welcoming processes. Just as important, this person will be a partner to the marketing and artistic teams, working intimately with both to shape ticketing strategy, pricing, and campaigns that grow and diversify our audience.

This position reports to the Director of Marketing.

We are looking for a self-starter who can build a professional box office that delivers a high level of personalized customer service with a business savvy and community minded approach.

DUTIES & RESPONSIBILITIES

Box Office Leadership & Strategy

- Lead all box office operations, setting the strategy, policies, and procedures that ensure an excellent, ADA-compliant, and welcoming experience for patrons, members, donors, volunteers, renters, and visitors.
- Collect, organize, analyze, and maintain patron and ticketing data to support organizational decision-making, audience development, and revenue growth initiatives.
- Partner with the Marketing team to prepare audience reports, identify patron trends and segmentation opportunities, and provide actionable insights that inform sales strategies, campaign targeting, retention efforts, and audience-building initiatives.

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- Collaborate with Marketing to strategize, build, and launch ticketing campaigns, including pricing, discounts, promotional codes, coupons, special offers, and ticket donations.
- Partner with the artistic and rental teams to build and manage ticketing for a diverse slate of events, including co-presented and rental engagements.
- Coordinate with Development to build and manage memberships, and complimentary-ticket programs within the ticketing platform, in line with policy.
- Coordinate with Executive Director on mission-based initiatives, such as Financial Assistance program and community access programs.
- Develop, implement, and manage group sales strategies, including identifying prospective groups, cultivating relationships with community organizations, schools, businesses, and tour operators, coordinating reservations, and tracking performance to expand attendance and revenue.
- Run the Ludus CRM: set up and scale events, build and maintain seating maps, configure tiered pricing, manage users and permissions, maintain data integrity, and serve as the go-to resource for ticketing-software questions from staff, patrons, donors, and volunteers.
- Manage ticket allocations, holds, VIP and comp requests, group sales, and promotional offers, and coordinate with artistic partners to establish ticket prices, taxes, and fees.
- Continuously improve box office processes and technology and help develop initiatives that expand and diversify the audiences Field Hall reaches.
- Lead patron communications for pre- and post-show email campaigns and manage all box office supply inventory and ordering.
- Support organization-wide mission based initiatives and actions.
- Other duties as assigned.

People & Front-of-House Supervision

- Hire, train, schedule, and supervise box office staff, building a capable, service-oriented team through clear expectations, regular staff meetings, and performance reviews.
- Create staff schedules and enter, monitor, and approve payroll for box office staff in the payroll system.

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- Coordinate staffing across all box office shifts and resolve patron complaints and escalations with professionalism and care.
- Partner with the Front-of-House Manager to onboard, train, and schedule volunteer ushers and art docents, monitoring front-of-house staff to ensure a welcoming, inclusive, and accessible environment for all patrons.
- Coordinate closely with the House Manager and event organizers on expected attendance, seating requirements, and emergency protocols, and keep box office availability aligned with marketing and communications strategy.
- Develop, implement, and enforce theatre policies, as well as safety and emergency procedures, to keep patrons and staff comfortable and secure, and support house management and event duties as needed.
- Other duties as assigned.

Finance, Data & Analytics

- Steward the box office budget, including payroll, supplies, ticket sales, and associated income and expenses, setting, monitoring, and maintaining targets throughout the year.
- Account for all ticket transactions, oversee daily cash handling and ensure accurate balancing of cash drawers and electronic sales through secure money-handling procedures.
- Prepare post-event financial settlements, audits, and deposits, and process month-end reporting for ticket sales, Ludus donations, and gift certificates.
- Process donations under the proper functions and maintain customer accounts in partnership with the marketing and development teams.
- Generate daily, weekly, and annual reports for leadership, marketing, and finance, and track and analyze key metrics such as patron attendance, buying behavior, campaign performance, and event feedback and sharing recommendations with the teams that need them.
- Report daily or weekly box office sales to renters, agents, managers and artists.
- Other duties as assigned.

QUALIFICATIONS OF AN IDEAL CANDIDATE

- Minimum of 2 years of experience in performing arts, box office, hotel front-desk, or events environments.
- Strong technical fluency: mastery of Microsoft Office (especially Excel), and comfort learning and administering

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- ticketing/CRM platforms such as Ludus. Experience with reporting, data analysis, or point-of-sale systems is a plus.
- An entrepreneurial, proactive self-starter who spots opportunities to improve.
 - A data-driven problem solver who can troubleshoot calmly and make sound decisions in high-pressure, time-sensitive situations.
 - Proven success planning, organizing, and managing complex efforts and events.
 - Exceptional organizational, leadership, delegation, and communication skills, written and verbal, with the ability to adhere to budgets and hit financial targets.
 - A collaborative, team-oriented leader and good listener who works well with a range of personalities and keeps a positive attitude under pressure.
 - Genuine passion for customer service and relationship cultivation.

POSITION TYPE & HOURS

This is a full-time, salaried position reporting to Director of Marketing. Due to the nature of our business, weekend and evening hours are frequent throughout the year, and availability during performances and events is required.

Salary: \$58,000-\$60,000 depending on experience plus full benefits (health, dental, vision, 403b match after 6 months, paid vacation and sick Time, 13 paid holidays). There may be an opportunity for PT and flexible schedule depending on applicants' ability and depth of knowledge.

HOW TO APPLY

Interested candidates should submit a cover letter, resume, and three references to info@fieldhallevts.org. References will not be contacted without the candidate's prior approval.

As an equal opportunity employer, we highly encourage people from any historically marginalized groups to apply including people of color, persons with disabilities, and members of the LGBTQ community.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand for long periods (5+ hours); walk; climb stairs; use hands to handle or feel; and reach with hands and arms. The position requires grasping, repetitive hand movement, and fine coordination in using a computer keyboard, and acute hearing when providing phone and in-person service. The employee is occasionally required to sit; climb or balance; and stoop, kneel,

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crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently up to 25 pounds, and occasionally up to 50 pounds (with assistance if necessary). Specific vision abilities required include close, distance, color, and peripheral vision.

ABOUT FIELD ARTS & EVENTS HALL

Field Hall's mission is to provide a home for arts and events that brings people together and strengthens our community. Our vision is to inspire, nurture, and empower the local arts community and to enrich the cultural life and educational experience of residents and visitors by merging arts, science, and culture and sparking economic development. We respect all peoples and cultures through arts excellence and inclusive programming, and we strive to be a welcoming place for everyone in our community to connect through creativity.

As a performing arts center, Field Hall serves the North Olympic Peninsula as a host for programming produced by local nonprofit performance, cultural, and education groups, and as a presenter of world-class artistic programming. As a venue for conferences and events, it is a modern, critically needed home for community gatherings, social and business events, as well as a full-service center for regional and national conferences.