

BOX OFFICE MANAGER SF SKETCHFEST 2025

Seeking an experienced box office professional to strategize, implement, and manage all ticketing operations associated with 200+ shows that make up SF Sketchfest 2025. This is a part-time, seasonal position and is 80% remote, 20% in person. Applicants should be local to the Bay Area and are expected to work in San Francisco for in-person dates. Housing/travel not provided.

Dates: October 14, 2024 - February 14, 2025

Pay: Hourly DOE

Hours per week: variable; 20-30, on average

On site dates: TBD between January 13 and February 4, 2025

RESPONSIBILITIES

- **Template & Event Building**
 - Get trained on the Eventbrite system with SF Sketchfest's Eventbrite representative
 - Create event templates from scratch for shows at 6+ venues
 - Using templates, build roughly 100+ different events with different price structures, holds, and other details
 - Work with Eventbrite representative to ensure all ticketing needs are handled
- **Act as primary point of communication with all third party ticketing companies that sell SF Sketchfest tickets**
 - Convey festival ticket policies and procedures to third party box office staff to ensure a uniform ticketing experience for festival patrons, regardless of ticket provider
 - Keep track of updates to show information, and ensure that information is updated across all ticketing platforms on a regular basis, either by updating directly or communicating updates to third party box offices
 - Answer questions and make judgment calls on ticketing-related questions and issues that arise with ticketing partners
- **Organize and execute initial on-sale and subsequent on-sales**
 - Collect and format event ticketing details for all SF Sketchfest shows. Manipulate titles, descriptions, show graphics, and other details to conform to SF Sketchfest style guidelines and ticket platform requirements. Deliver all necessary ticketing info to non-Eventbrite ticketing partners.
 - Oversee ticket building process, timeline, and perform audit on all shows for accuracy of information in advance of on-sales
 - Advise on holds required for each show, holds that can be released, and manage hold inventory on a daily basis
 - Troubleshoot any ticketing issues as they arise during on-sale periods
 - Manage sales on third party discount ticketing sites like Goldstar
- **Data Entry and Sales Tracking**
 - Create and maintain comprehensive sales grid that must be updated on a daily basis (5x/week), from initial on-sale through post-festival
 - Track and monitor all festival ticket sales across all venues/ticket providers

- Advise marketing department on shows to push and other sales trends to maximize ticket sales
 - Advise producers on which shows are approaching sellout, and which holds can be released
 - Provide regular sales numbers and reports to various constituents (venues, agents, festival producers, etc.) as required—sometimes immediately after shows end
 - Complete post-festival audit of all ticket sales
- **Comp Management**
 - Develop system for submission and approval of all internal and artist comp requests for all shows
 - Prepare all guest and comp lists for all SF Sketchfest shows and deliver or process accordingly, depending on ticket provider
- **Staff Hiring and Management**
 - Hire roughly 8 box office staff to work each show that uses Eventbrite as the ticketing provider (roughly 100+ shows)
 - Develop and maintain staffing schedule for all box officers
 - Attend Eventbrite’s training program for box officers and ensure box officers attend
- **Customer Service**
 - Respond to customer service inquiries via Zendesk for all SF Sketchfest ticket buyers
 - Liaise with third party ticket vendors to resolve non-Eventbrite ticketing issues
 - Act as SF Sketchfest liaison to talent and/or customers at various shows as needed
- **Complete post-festival wrap report by February 14, 2025**
- **Other ticketing-related duties as assigned**

QUALIFICATIONS/SKILLS

- Experience selling tickets via Eventbrite
- Project and team management experience in a fast-paced environment
- Must be comfortable managing and responding to high volume of emails in a timely manner
- Proactive and forward thinking; flexible and efficient with time-sensitive box office needs
- Ability to juggle multiple (and often competing) priorities
- Excellent communication skills
- Extremely organized with an excellent attention to detail
- Proficiency in Google Apps, Airtable, and other online apps as needed
- Able to maintain a positive attitude and sense of humor while receiving feedback

TO APPLY

Send a brief cover letter and resume with the subject line “Box Office Manager 2025” to jobs@sfsketchfest.com.