



**Job Title:** Box Office Coordinator – TOBi Services  
**Department:** Box Office  
**Reports To:** Box Office Manager  
**FLSA Status:** Full-Time; Exempt

### About the Tobin Center for the Performing Arts

The Tobin Center is San Antonio's premier cultural arts center, dedicated to driving meaningful community change through world-class entertainment, supporting local performing arts, and ensuring accessible arts education. Our state-of-the-art facilities attract diverse audiences with stunning architecture, exceptional acoustics, and a flexible 1,750-seat H-E-B Performance Hall, a 259-seat Carlos Alvarez Studio Theater, and the scenic Will Naylor Smith River Walk Plaza. Beyond our main venues, our campus includes an Administration Building, the Tobin Garage and the "Shirt Factory Building". We also operate Tobin Entertainment LLC, which promotes quality entertainment nationwide, generating vital support for our local programs.

### Our Culture

At The Tobin Center, we aspire to be an organization with a **culture of excellence** that attracts and retains the best in the business. Our success is only possible because of our people—a team of passionate professionals dedicated to making a positive impact on our community.

We are committed to creating a **supportive workplace with open communication** where all are treated with dignity and respect, and all voices are heard. **Innovation and collaboration** are at the heart of how we work, driving success through shared ideas and clarity of purpose. We encourage **personal and professional growth** in an eclectic and inclusive workplace that values hard work, initiative, and fun. We assume the best in one another, **cultivating trust and inclusiveness** as we grow together. We embrace a culture of **challenging the status quo**, empowering our people to take risks to achieve our mission.

### HR Details

- Salaried
- Vacation, sick leave and paid holidays
- 401K
- Full medical, vision, dental, and life

## **Position Summary**

The Box Office Coordinator, under direct supervision of the Box Office Manager, supports the Box Office Customer Service Representatives in the daily operation of our state-of-the-art, centralized box office, serving several major San Antonio arts organizations. Among the organizations served are The San Antonio Symphony, Ballet San Antonio, Opera San Antonio, Classical Music Institute of San Antonio, Youth Orchestra of San Antonio, San Antonio Chamber Choir and Children's Chorus of San Antonio. In service of these organizations the Box Office must be available during many flexible hours, nights and weekends, including some holidays to provide service during shows and on sale events. The Box Office Coordinator will be on the front line interacting daily with our patrons and providing for their needs. The Box Office Coordinator assists with the coordination and training of the box office staff, ensuring policies and procedures are adhered to. In coordination with the Box Office Manager, this position will help lead a team of customer service professionals that reflects the quality and grandeur of The Tobin Center for the Performing Arts.

## **Responsibilities**

- Support of Box Office Manager and the Assistant Box Office Manager during day-to-day operation of a centralized box office.
- Act as Manager on Duty when the Box Office Manager and the Assistant Box Office Manager is unavailable.
- Provide feedback to Box Office Manager in regards to customer entertainment preference and purchasing habits.
- Supervising the closing and balancing of daily sales for events and the filing of cash settlement reports and payments.
- Assist Box Office Customer Service Representatives with resolution of customer concerns, requests, and/or complaints in a timely, courteous and informed manner.
- Assist with ticket office efforts regarding special sales periods (i.e. option periods, season sales, comps) and daily ticket sales.
- Assist with processing season ticket orders for the Tobin Center and coordinating seat assignments for patrons.
- Process phone and in person orders using TOBi system based in AudienceView CRM.
- Updating and maintaining the TOBi dashboard utilizing AudienceView CRM
- Engages with key customers and assists them with their ticketing needs.
- Maintains quality database entry practices when coordinating database maintenance project for self and staff.
- Assist with daily on the job training and supervision of box office staff on a daily basis.
- Utilizing Shift Board online software, schedule Customer Service Representative at least one month in advance to handle all box office needs.

- In coordination with the Box Office Manager and the Assistant Box Office Manager, supervises ticketed events on weekends and in the evening, in addition to a regular weekly schedule.
- Troubleshoot night of show issues in a professional manner.
- Maintains a knowledge of industry standards to create a level of standards and knowledge in the box office that enables the organization to conduct business in a manner that exemplifies the best of the industry.
- Maintains knowledge of all items and— performances available for sale.
- Assists with group sales program for existing and future performances based on contractual requirements including the development of email blasts, the gathering and maintaining of group lists, maintaining of best group sales practices, and the monitoring and reporting of all group sales.
- Performs other duties as required.

### **Qualifications**

- Bachelor's degree, or equivalent experience preferred.
- Box office experience strongly preferred.
- Knowledge of computer-based ticketing, with Audience View experience being a plus.
- Strong written and verbal skills.
- Experience leading and training staff members.
- Skill using Word, Excel, and MS Outlook.
- Skill in the use of HTML and Bootstrap preferred.
- Skill utilizing Crystal Reports preferred.
- Highly motivated self-starter, a hard worker with a high energy level; a “doer” with willingness to work hands-on in assisting customers and staff.
- Knowledge of basic cash handling procedures, and fiscal responsibility, including PCI compliance.
- Ability to initiate and build relationships with customers and interact via telephone and in person with customers and building clients.
- Possess high standards of integrity, credibility, and reliability.
- Possess ability to work on multiple projects simultaneously, set priorities, and meet short deadlines with limited supervision.
- Works well independently and in a group setting, a true team player.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- Ability to work effectively and produce accurate results under pressure.
- Ability to work flexible schedule including days, evenings and weekends.
- Passion for and experience in the Performing Arts.

## **Performance Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- **Leadership** – Consistently accomplishes the expected objectives and takes on extra tasks or projects as necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same. Takes initiative with and is proactive in approach to accomplishing tasks. Ability to make decisions and take actions consistent with organizational goals.
- **Initiative** – Level of interest in role development, degree of motivation, and willingness to improve performance and increase job knowledge.
- **Judgment** – Uses discretion in making decisions within the scope of their job. Refers decisions beyond this scope to supervisor. Discretion in handling confidential material.
- **Communication Skills** – Includes the ability to express ideas effectively whether face-to-face or in writing in both individual and group situations. Presentations are conveyed in a clear and concise manner to the intended recipient. Adjusting tone and terminology to the needs of the intended recipient. Openly exchanges information in a timely manner. Knows who to keep informed. Uses confidential information with discretion.
- **Planning and Organization** – Ability to schedule workload, set priorities and manage time in order to complete assignments and fulfill responsibilities.
- **Management of Resources** – Ability to use time, money, technology and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
- **Customer Focus** – Interaction with internal and external customers. Requires putting yourself in the customer's place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situation to be sure the customer is satisfied.
- **Teamwork** – Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.
- **Technical Knowledge** – Individual's ability to demonstrate the specific skills necessary to the position using procedures, tools and equipment necessary to accomplish work.
- **Work Habits** – Demonstrates commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs and duties. Being able to anticipate change and bring about changes when they are needed with proper professionalism.

- Creativity – Uses unique approaches and inventiveness. Seeks new alternatives and ideas. Takes appropriate action, and is efficient, resourceful, and creative in attaining position objectives. Ability to be self-directed.
- Supervision & Development of Employees – Orients and trains employees and sets standards for work performance. Recognizes performance strengths and limitations of subordinates. Effectively directs performance management as a means of developing employees.
- Delegates authority as necessary and inspires staff to work toward common goals. Motivates employees to achieve objectives. Sets expectations/monitors performance of direct reports.
- Business & Organization Knowledge – Having knowledge of The Tobin’s business involves understanding our industry and how the incumbent’s position and knowledge plays an important role in the success of the organization. It also includes the ability to acquire new knowledge of our industry and using this information to get things done.

**Work Environment and Physical / Mental Activities, Requirements, and Demands commonly associated with the performance and functions of this position.**

- Climate-controlled office environment as well as working outside on Tobin property; Minimal exposure to inclement weather. Regular work hours can include evenings and weekends.
  - Exposure to computer screens.
  - Ability to operate assigned office equipment and to adhere to all safety guidelines.
  - Standing, walking, and sitting for prolonged periods; reaching, stooping, bending, kneeling, navigating stairs, hand and finger dexterity, clear speech, hearing/listening.
  - Clarity of vision with the ability to bring objects into sharp focus; color perception.
  - Intense concentration over extended periods that can include frequent interruptions for questions and advice. Stress associated with competing priorities and time deadlines is occasionally an element of this position that must be recognized and successfully managed.
  - Ability to lift to 30 pounds.
  - Ability to maintain confidentiality and discretion.
- **Machines, Tools, Equipment, and Work Aids:** Representative but not all inclusive of those commonly associated with this position are computers, printers, copiers, hand radios, and telephones.

**Communication:**

Mail resumes to The Tobin Center Offices at:

115 Auditorium Circle

San Antonio, TX 78205

ATTN: LuAnn Stidham

Or email to:

[LuAnn.Stidham@tobincenter.org](mailto:LuAnn.Stidham@tobincenter.org)

Links: [www.tobincenter.org](http://www.tobincenter.org)