



Position: Box Office Manager  
Employment: Part-time seasonal  
Hiring Date: Immediately  
Location: Remote, onsite for performances (Logan High School PAC, Union City, CA)  
Salary: \$25/hour  
Reports to: Executive Director

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The Bay Philharmonic (previously known as Fremont Symphony) is seeking a qualified Box Office Manager to oversee all ticket and subscription sales, manage ticketing staff and volunteers, and assist ticket buyers and patrons. The Bay Philharmonic is committed to offering an exceptional customer experience to our audience, so we are looking for someone who is personable, cheerful, detailed, and customer-service oriented. The ideal candidate will be available to work remotely answering customer phone calls and responding to emails leading up to the performances, however, the total number of hours is negotiable. At a minimum, they must be available to work the two remaining performance weekends of Mar 4-5 and Jun 3-4.

Desired Duties and Responsibilities:

- Manage subscription and single ticket sales for all events
- Manage and train box office personnel and volunteers
- Maintain a high level of customer service and professionalism in all interactions
- Maintain accurate customer records and accounting
- Respond to customer inquiries and sales requests
- Work with Executive Director to identify and refine box office policies and procedures

Desired Qualifications:

- Minimum 2 years of box office experience working with the public in a professional arts organization
- Experience working with a CRM ticketing system such as Arts People, Patron Manager, etc.
- Excellent computer proficiency
- Ability to work well under pressure and communicate effectively and professionally to all constituencies
- Excellent oral and written communication skills
- Reliable transportation, laptop, and mobile phone

Please send your resume and cover letter to [info@bayphil.org](mailto:info@bayphil.org)