



**Assistant Manager (Part-time)  
Patron & Ticket Services  
South Orange Performing Arts Center (SOPAC)  
South Orange, NJ**

SOPAC (South Orange Performing Arts Center) is a multidisciplinary arts center that presents innovative artistic and educational cultural experiences through music, theater, dance, comedy, and family performances. SOPAC is located in downtown South Orange next to the NJ Transit train station, and includes a 415-seat theater, 5 cinemas and a dance studio/community space for various types of events. More information about SOPAC can be found at [www.sopacnow.org](http://www.sopacnow.org).

The Assistant Manager of Patron & Ticket Services is responsible for all aspects of ticket sales at SOPAC, coordinating volunteers and overseeing front of house operations (with House Managers) for SOPAC. The Assistant Manager will coordinate the sale of merchandise and concessions for performances, and work with the House Manager to facilitate set up and staffing.

From handling individual phone, online and in-person sales to coordinating larger group sales, the Assistant Manager of Patron & Ticket Services works closely with the Patron & Ticket Services Manager on regular sales reports, daily box office reconciliation, and assisting with box office settlements for performances as well as constructing performance fact sheets for box office staff. The Assistant Manager will also help to train and supervise box office representatives.

The Assistant Manager of Patron & Ticket Services is responsible for coordinating and recruiting volunteers to help out at events at SOPAC and throughout the community. This includes scheduling and training volunteers, as well as tracking and reconciling the benefits in our volunteer rewards program.

The Assistant Manager of Patron and Ticket Services will work extensively in the Theatre Manager software to build performances, update seat maps, coordinate promotions, and ensure a quick and easy ticket-buying experience for SOPAC customers. The Assistant Manager will be the on-site point person for addressing customer needs and resolving complaints at scheduled performances, and must embody excellent customer service practices.

**Qualifications:**

- Must have excellent customer service and communication skills
- Progressive experience in a Box Office, Front of House or hospitality management setting with knowledge of ticketing/booking software
- Ability to multi-task and problem-solve in a fast-paced work environment
- Reliable and self-motivated
- Experience with Microsoft Office applications (Excel, Word, Outlook)
- Experience with Theatre Manager ticketing software preferred
- Bachelors Degree Required
- Required evening and weekend availability on a regular basis.

**Reports To:**

Patron & Ticket Services Manager

**Send Resumes To:**

Assistant Patron & Ticket Services Manager Search

South Orange Performing Arts Center

One SOPAC Way

South Orange, NJ 07079

Salary commensurate with experience. To apply, please send resume and cover letter to [info@sopacnow.org](mailto:info@sopacnow.org), fax to 973-275-0688, or mail to Assistant Patron & Ticket Services Manager Search, South Orange Performing Arts Center, One SOPAC Way, South Orange, NJ 07079. No phone calls please.