



VACANT POSITION

Box Office & Patron Services Manager Downtown - Sumter Opera House

Job Purpose: Plays a key role in advancing the mission of the Sumter Opera House and has a multi-faceted role which includes, but is not limited to overseeing ticketing operations, patron communications, community/educational outreach programs in coordination with our Youth Education Scholarship (YES Fund), working across departments to ensure seamless and exceptional experience for all guests.

- Builds and manages events within the Spektrix ticketing system.
- Maintains accurate and up-to-date event information on the website.
- Processes ticket sales quickly and accurately and coordinate group ticket sales and reservations while delivering excellent customer service.
- Generates, analyzes, and distributes sales and revenue reports.
- Maintains complete and accurate patron records.
- Arranges ADA seating and assistive devices to meet patron accessibility needs.
- Manages membership sales and ensure fulfillment of benefits.
- Processes sponsorship pledges and ensure timely payment tracking.
- Serves as the primary customer contact at the box office.
- Responds to patron inquiries by phone, email, and in person and resolve patron issues promptly and professionally.
- Builds and maintains positive relationships with patrons/members to promote continued engagement and loyalty.
- Plans and oversees logistics to school matinee performances and education outreach events in conjunction with the Youth Education Scholarship Ensures accessibility accommodations and a safe environment for all audiences.
- Partners with schools, teachers, and community groups to ensure smooth program execution.
- Acts as a liaison between Marketing, Admin, Production, and Front of House teams and share critical information with staff and volunteers to support smooth event operations
- Ensures all teams have the tools and information needed for an excellent patron experience.

Required Knowledge, Skills, and Abilities: Must have excellent interpersonal and communication skills, with the ability to engage professionally and effectively with patrons, artists, educators, donors, and community partners. Strong customer service skills and a commitment to community engagement are essential, along with a proactive, friendly approach that anticipates patron needs. The position requires strong organizational skills, attention to detail, and the ability to manage multiple priorities in a fast-paced environment. Proficiency with CRM and ticketing systems is strongly preferred, in addition to competency with standard office software. The ideal candidate is self-motivated, able to work both independently and collaboratively, and flexible to support evening and weekend events. A genuine enthusiasm for the performing arts and arts education is expected, and familiarity with community development initiatives is a plus.

Qualifications: Bachelor's degree in Arts, Business, Hospitality, Music, Public Relations, Theater or a related field with a minimum of 3–5 years of experience in event management, venue operations, or customer-facing arts/hospitality role strongly preferred; or an equivalent combination of education and experience may be considered.

Deadline to Apply: **Open until filled**
Apply online at www.sumtersc.gov or
mail resume with cover letter along with application to:
City of Sumter Human Resources
21 N. Main Street
Sumter, SC 29150