

FOH · R05

Head of Ticketing

Directs box office operations, coordinates our Fever ticketing integration, oversees mobile scanner terminals, and manages guest check-in resolution.

Project focus	Box Office Manager & Fever Platform Liaison
Command	FOH
Playbook lane	L04 Ticketing
Reports to	Venue Lead (Kahlil Daniel — R01) on the floor · Deron Hall for ticketing systems & reconciliation
Supervises	Zone 2 Portal Scanners and Box Office / Will-Call Resolution Specialists
Engagement	Track 1 Direct-Hire, flat package · \$1,456.00 (\$28.00/hr × 52 scheduled hrs · Board Add \$2,016.00)
Staffing by mode	1 · 1 · 1
Hire and start	Direct hire · offers lock Saturday, October 24, 2026
Training and trials	Trainer-of-Trainers — Oct 28 (11am–3pm On-Site; 3pm–4pm Virtual); On-Site Part 1 — Oct 30 (11am–4pm); On-Site Part 2 & Dress Rehearsal — Nov 10 (11am–4pm); Opening Run Calls — Nov 12–15 (Thu/Fri 5–11pm, Sat 10am–11pm, Sun 3–11pm PT)

CORE MANDATES

- Direct Box Office operations, serve as primary on-site liaison with Fever Events, and command Zone 2 Portal entry lanes.
- Oversee mobile QR scanner terminals, hardware charging/syncing, and offline manifest backup protocols across all five performances.
- Manage guest check-in resolution, VIP and dignitary will-call wristbands, and Legacy Night invitation-only credentialing.
- Extract pre-doors accessibility and companion seating requests from Fever manifests and route to Care & Access Escorts.
- Reconcile nightly attendance, drop counts, and box office logs into the Source of Truth tracker with Deron Hall.

WHAT THIS ROLE PRODUCES

- Box Office SOP, Opening/Closing Checklist, and Fever Mobile Scanner Station Guide (SOP-L04-03).
- VIP, Dignitary, and Legacy Night Guest-List Check-In & Wristband Credentialing Protocol (SOP-L04-02).
- Offline Manifest Failover Procedure and Resolution Desk De-Escalation Workflow.
- Nightly Attendance & Box Office Reconciliation Ledger submitted after each performance.

ON A SHOW DAY

- Act I (Village Event Mode): Open Box Office window, sync Fever scanners, print offline manifests, distribute accessibility lists, and brief Portal Scanners.
- Act II (Portal Opens · Max 45m): Command Zone 2 Portal lanes to pulse 729 guests through QR scanning in 45m; divert ticket snags to Resolution Desk immediately.
- Act III (House Opens · 15–20m): Shift Portal to fast-track late-arrival scanning; transmit verified house drop count to Head of House and PSM before curtain.
- Act IV (The Show · Max 45–75m): Maintain late-arrival resolution desk coverage at the threshold and begin mid-show manifest reconciliation.
- Act V (The Let Out): Secure scanning hardware, close Box Office window, finalize nightly reconciliation, and submit report.

WHAT THE RIGHT PERSON LOOKS LIKE

- Proven box office management experience on a digital QR ticketing platform (Fever, Eventbrite, Ticketmaster, or Momentus).
- Warm, composed problem-solver who resolves digital app friction for elders and VIPs without slowing main entry lanes.
- Numerate, detail-oriented, and 100% available for all mandatory training dates and all four opening weekend show calls.