

BOX OFFICE MANAGER AND FRONT OF HOUSE MANAGER

University of Illinois Chicago

School of Theatre and Music

Part-time/hourly contracted, beginning late August 2026

The University of Illinois Chicago (UIC) School of Theatre and Music seeks qualified individuals to serve as Box Office Manager and Front of House Manager in two part-time, hourly positions.

JOB SUMMARY

The Box Office Manager and Front of House Manager (BO/FOH) positions are responsible for overseeing box office and front of house operations for approximately 100 on- and off-campus performances and public events each year, as well as recruitment activities, alumni events, space rentals, student success initiatives, and annual faculty governance events for the UIC School of Theatre and Music (STM). These positions maintain high professional standards while supporting an environment in which practicum students and student employees receive exceptional professional training, mentorship, and supervision, and patrons receive outstanding service. The BO/FOH Managers play a key role in fostering a positive experience for audiences and supporting the educational mission of the School. This annual ten-month, part-time position (mid-August through mid-May) reports to the Director of the School and collaborates closely with production management and marketing and communications staff in a fast-paced, inclusive, and welcoming academic environment.

JOB RESPONSIBILITIES

Box Office Manager

- **Ticket Sales:** Manage all aspects of ticket sales and ticketing operations, including maintaining ticketing software (Eventbrite); creating admission tickets; coordinating individual, group, block, and mail-order sales; maintaining patron mailing lists; responding to ticketing, seating, and customer service inquiries; coordinating sales initiatives with marketing efforts; tracking and reporting ticket sales data; and advising student groups and event sponsors on ticketing procedures and best practices.
- **Box Office Operations:** Oversee box office operations, including cash handling and security, reconciliation of box office funds and statements, preparation of financial reports, purchasing and managing box office and concession supplies, and providing guidance to student groups and event sponsors on box office and front-of-house procedures.
- **Facilities, Safety, and Access:** Support audience safety and accessibility by monitoring front-of-house operations and performance venue protocols for patrons, faculty, staff, and students. Coordinate with STM Facilities and Operations to arrange and manage building access for events and public use.
- **School Events and Rentals:** Assist faculty and staff with the planning, setup, implementation, cleanup, and recordkeeping for on- and off-campus recruitment events, student success initiatives, annual faculty governance activities, and external rentals.
- **Student Staff Supervision:** Recruit, train, schedule, supervise, and evaluate student box office staff, including work-study employees and students enrolled in THTR 281: Practicum in Theatre Administration, providing professional mentorship and hands-on training in arts administration and customer service.
- **Program Materials:** Assist with the preparation, production, and distribution of annual and event-specific performance programs and related materials as needed.

Front of House Manger

- Front of House Operations: Oversee all audience-facing operations to ensure a safe, welcoming, and professional experience for patrons attending performances and events. Coordinate patron services, venue access procedures, and customer communications before, during, and after events.
- Event and Patron Management: Manage front-of-house student staff and alumni volunteers, respond to patron concerns and emergencies, and support programming while maintaining the highest standards of customer service and accessibility.
- Operational Coordination and Safety: Collaborate with production, box office, facilities, and operations staff to ensure smooth event execution, compliance with safety regulations, and a positive, inclusive environment for audiences, artists, faculty, staff, and students.
- Student Staff Supervision: Recruit, train, schedule, supervise, and evaluate student front of house staff, including work-study employees and students enrolled in THTR 281: Practicum in Theatre Administration, providing professional mentorship and hands-on training in arts administration and customer service.

QUALIFICATIONS**Required Qualifications**

- Knowledge of and experience with industry-standard theatre and/or music event management, including front-of-house operations and/or box office administration, and patron services, with the ability to adapt procedures as needed.
- Proficiency in Microsoft Office Suite (including Excel and Outlook), Google Calendar, and other office management software.
- Strong oral and written communication skills.
- Strong organizational, data management, and recordkeeping abilities.
- Demonstrated attention to detail and ability to manage multiple priorities in a fast-paced, high-traffic environment with frequent interruptions.
- Availability to work evenings and weekends.
- High school diploma or equivalent.

Preferred Qualifications

- Experience with ticketing, scheduling, and marketing platforms such as Eventbrite, Vendini, VerticalResponse, and Banner.
- Associate degree or equivalent combination of education and experience.

POSITION APPLICATION

For fullest consideration, applicants should submit their materials by August 12, 2026. Applications will be accepted until the positions are filled. Interested candidates should submit a single PDF containing: (1) a resume or curriculum vitae; (2) phone and email contact information for two professional references; and (3) a cover letter describing their interest in the position and how their qualifications and experience make them a strong candidate. Inquiries and **application materials should be sent to Donna Bachman, Production Manager, at donnab2@uic.edu.**

Salary for these part-time positions will be determined by scope of duties as well as a thorough assessment of available market data, internal salary equity, candidate experience and qualifications, and budget constraints. The hourly range for the part-time position is \$22.50 to \$30.00 per hour. This position is [not eligible](#) for benefits.

About the University of Illinois Chicago: UIC is among the nation's preeminent urban public research universities, a Carnegie RU/VH research institution, and the largest university in Chicago. UIC serves over 34,000 students, comprising one of the most diverse student bodies in the nation, and is designated as a Minority Serving Institution (MSI), an Asian American and Native American Pacific Islander Serving Institution (AANAPSI) and a Hispanic Serving Institution (HSI). Through its 16 colleges, UIC offers nationally and internationally recognized multidisciplinary academic programs in concert with civic, corporate and community partners worldwide, including a full complement of health sciences colleges. By emphasizing innovative and transformational research along with a commitment to the success of all students, UIC embodies the dynamic, vibrant, and engaged urban university. UIC has nearly 260,000 alumni and is one of the largest employers in the city of Chicago.

The School of Theatre and Music provides innovative, rigorous, and comprehensive academic and performance programs to a highly diverse student body. One of four units in the College of Architecture, Design, and the Arts, STM enrolls over 250 undergraduate students who are taught by 30 full-time and 57 part-time faculty. The School offers coursework leading to a BA in Music, BA in Music Business, BM in Jazz Studies, BM in Music Education, BM in Music Performance, BFA in Acting, BA in Theatre and Performance, and BA in Theatre Design, Production, and Technology. Music ensembles include four choirs, two concert bands, two jazz ensembles, an orchestra, an athletic band, multiple chamber groups and jazz combos, a mariachi, gamelan, pop rock ensemble, and digital music ensemble, among others. For more information, go to theatreandmusic.uic.edu.

The University of Illinois System is an equal opportunity employer, including but not limited to disability and/or veteran status, and complies with all applicable state and federal employment mandates. Please visit [Required Employment Notices and Posters](#) to view our non-discrimination statement and find additional information about required background checks, sexual harassment/misconduct disclosures, and employment eligibility review through E-Verify. The university provides accommodations to applicants and employees. [Request an Accommodation](#) Artificial Intelligence (AI) tools may be used in some portions of the candidate review process for this position, however, all employment decisions will be made by a person. The University of Illinois will conduct background checks on all job candidates upon acceptance of a contingent offer. Background checks will be performed in compliance with the Fair Credit Reporting Act.