



Position: **Prairie Performing Arts Initiative Project & Box Office Manager**
Reports to: Director of Operations
Direct Reports: None
Contract Duration: June 2025 – May 2027
Liaises With: Director of Marketing, General Director & CEO, Executive Assistant, Director of Development, Grants & Corporate Sponsorship Manager, Finance Officer, Annual Giving Manager, Communications Coordinator & Patron Services Representative, Education & Community Engagement Coordinator, Patrons, Donors, Volunteers, General Public.

Position Summary

Manitoba Opera (MO) seeks a **Prairie Performing Arts Initiative (PPAI) Project & Box Office Manager** to oversee both the implementation of *The Business of Opera* initiative and box office operations for the company. This is a full-time, two-year contract beginning in June 2025 and concluding May 31, 2027. This role combines strategic project management and implementation and box office management, ensuring the successful modernization of ticketing, marketing, communications, and donor engagement for the company. The ideal candidate will have experience or expertise in project management, ticketing operations, revenue development strategy, and data analytics within a performing arts or live entertainment setting.

Key Responsibilities:

Project Oversight & Implementation

- Lead and coordinate all phases of *The Business of Opera* initiative including, planning, implementation, adjustment, analysis, benchmarking, and reporting required by the project.
- Develop and maintain project timelines, milestones, and deliverables.
- Ensure alignment between project objectives and strategic goals of the organization.
- Monitor budgets and expenses, ensuring cost-effective use of resources.

- Act as the primary liaison between internal teams, external consultants and funding agencies.
- Organize and lead regular project meetings, ensuring accountability and progress tracking.
- Facilitate knowledge transfer and training for staff on new tools and strategies.
- Make recommendations to the Director of Operations on project improvements or potential developments.

Box Office Operations & Customer Experience

- Manage all aspects of ticket sales including subscriptions, single tickets, group bookings.
- Ensure a seamless and efficient ticketing experience for patrons across online, phone, and in-person sales channels.
- Become an expert user of, maintain, and optimize the use of the Spektrix ticketing system.
- Train and supervise staff providing customer service or box office services.
- Address customer inquiries and resolve ticketing issues promptly.

Revenue, Pricing & Data Analysis

- Implement dynamic and demand-based pricing strategies in collaboration with consultants and MO staff.
- Utilize audience segmentation tools to refine sales strategies and marketing efforts.
- Analyze audience behavior, donor trends, and marketing performance using data analytics tools.
- Track customer behavior, purchase patterns, and engagement metrics to inform decision-making.
- Generate and analyze reports on sales, revenue, and attendance for senior management.
- Oversee discounting, promotional offers, and loyalty programs to enhance audience retention.

Technology & Digital Transformation

- Work closely with IT and marketing teams to integrate new software tools (e.g., CRM, AI-driven pricing models, API integrations for ticketing and e-commerce).
- Support the development and rollout of digital engagement initiatives.

Qualifications & Experience:

- 3+ years of experience in project management, ticketing, or audience services, preferably in the arts, cultural, or nonprofit sectors.
- Knowledge of ticketing software (Tessitura, Spektrix, or similar) and CRM systems.
- Experience implementing revenue optimization and pricing strategies.
- Strong financial, budget management, and data analysis skills.
- Proficiency in data analytics tools.
- Excellent communication, leadership, and stakeholder management skills.
- Experience in the performing arts and audience engagement considered an asset.

Position Terms & Requirements:

- Full-time, term position from June 2025 to May 2027.
- Competitive salary commensurate with experience.
- Benefits package available.
- Generally onsite, in person at the MO office, Monday to Friday, 9:00-5:00
- Evening/weekend availability required for performances and events.
- Satisfactory police criminal record check, including a vulnerable sector search, together with a child abuse registry check and adult abuse registry check. Fees will be pre-paid or reimbursed by Manitoba Opera.

Manitoba Opera thanks all who apply, however, only those selected for an interview will be contacted.

Manitoba Opera is committed to achieving employment equity and values diversity within the workplace and therefore encourages applicants who are Indigenous (includes First Nations, Métis, and Inuit), Women, Two-Spirit, LGBTQIA+, visible minorities, and persons with a disability to self-declare in their cover letter. Manitoba Opera welcomes and responds to requests for accommodation throughout the recruitment and selection phase of hiring to reduce or eliminate disability barriers. This job posting is available in alternate formats upon request.

How to Apply:

Please submit your resume and cover letter to mblais@mbopera.ca by May 31, 2025.

2025-04-25