

MARGARET PITCHER

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EXPERIENCE

Box Office Manager. *High Sierra Music Festival . Quincy, CA . July 2009 – present*

- Serve as box office manager for annual four-day music and camping festival with 15,000+ total attendance.
- Work with box office director to coordinate staffing; manage box office team including staff, volunteers, greeter supervisors and greeter volunteers.
- Train staff and volunteers on current ticketing policies and procedures; work with box office director and festival office staff on ticket services improvements.
- Process and credential staff, volunteers, vendors, sponsors, media, specialty performers and guests.
- Process walk-up ticket sales - cash and credit card transactions - including VIP upgrades.
- Resolve on-site box office-related issues for ticket holders and other attendees.
- Track daily sales and report numbers to festival partners.

Box Office Staff. *Sweetwater Music Hall . Mill Valley, CA . February 2013 – present*

- Operate box office for concerts and events at 300+ capacity community music venue.
- Generate nightly sales reports, will call lists and guest lists, and coordinate ADA seating requests with house manager.
- Process walk-up ticket sales - cash and credit cards - and resolve box office-related issues for ticket holders and guests.
- Track nightly sales and generate reports for box office manager, house manager and financial director.

Box Office Manager. *Guitarfish Music Festival . Soda Springs, CA . June – August 2014*

- Served as Box Office Manager for fourth annual music, arts and community festival with 1,500 total attendance that raises awareness of watershed, river and stream preservation.
- Recruited, trained and managed volunteer staff.
- Processed ticket holders and credentialed staff, volunteers, artists, vendors, sponsors, media and guests.
- Processed walk-up ticket sales, including cash and credit card transactions.
- Resolved Box Office-related issues for ticket holders and other attendees.
- Reported daily sales and final numbers to festival partners, and followed up with them regarding future improvements for ticketing policies and procedures.

Marketing Consultant . *Blue Bear School of Music . San Francisco, CA . April 2007 – July 2014*

- Managed marketing, public relations and communications projects for nonprofit rock school that serves aspiring musicians of all ages and skill levels.
- Worked with directors, marketing committee and board to increase school registration, membership and funding, and to promote the overall visibility, branding and imaging of Blue Bear.
- Served as internal box office manager at Blue Bear's annual benefit concert: prepared will call report and guest list for the venue's general manager and box office staff; managed volunteer box office and front of house staff; ensured VIP patrons, sponsors and guests received the proper credentials.
- Resolved on-site box office-related issues for benefit concert ticket holders, sponsors and guests.
- Processed walk-up ticket sales at the annual benefit concert - cash and credit card transactions - and reported on-site sales to event executive producer and Blue Bear's financial director.
- Recruited event staff as needed for VIP check-in, front of house and silent auction.

Box Office Staff . *BottleRock Napa Valley . Napa, CA . May 2014 & May 2013*

- Processed will call and guest list check-in, and assisted with on-site box office-related issues for inaugural and second annual three-day music festival with 35,000+ daily attendance.

Box Office Supervisor . *SnowGlobe Music Festival . South Lake Tahoe, CA . December 2013*

- Managed off-site box office for annual three-day New Year's Eve music festival with 12,000+ daily attendance.
- Processed ticket sales and redemption for daytime and late night box offices, helped manage box office staff and volunteers, oversaw media and guest list credentialing, and resolved customer service issues.

Box Office Staff . *Hangtown Halloween Ball . Placerville, CA . October 2013*

- Processed will call and ticket sales, credentialed staff, volunteers, vendors, sponsors, media and guests, and assisted with on-site box office-related issues for annual four-day music and camping festival with 3,200+ total attendance.

Box Office Manager . *Exotic Erotic Ball . San Francisco, CA . October 2008*

- Served as box office manager for two-day burlesque event with live entertainment and 20,000+ daily attendance.
 - Managed box office staff and resolved on-site box office-related issues for ticket holders, VIP patrons and guests.
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Box Office Staff . *Green Festival* . San Francisco, CA . November 2007 & November 2008

- Coordinated on-site ticket sales, registration and promotions for three-day environmental tradeshow and lifestyle event with 6,000+ daily attendance.

Raffle Sales Staff . *The Bridge School Benefit* . Mountain View, CA . October 2007 & October 2008

- Sold raffle tickets and souvenir posters to benefit nonprofit educational organization that serves children with severe speech and physical impairments.

Box Office Staff . *Outside Lands Music and Arts Festival* . San Francisco, CA . August 2008

- Assisted with on-site will call for inaugural three-day music and arts festival with 60,000+ daily attendance.
- Helped credentials manager with artist, sponsor, media and guest check-in and credentialing.

Credentials Staff . *Rothbury Music Festival* . Rothbury, MI . July 2008

- Served as staff for credentials manager at inaugural four-day music and camping festival with 50,000+ total attendance.
- Checked-in and processed all festival artists, sponsors, media, vendors, staff, volunteers and guests, and helped resolve issues related to credentialing.

Assistant Dispatch Manager . *All Good Festival* . Masontown, WV . July 2007 & July 2008

- Helped manage transportation and communications office at three-day music and camping festival with 25,000+ total attendance.
- Managed production runners, supply purchases, radio distribution and inventory, and assisted with staff and artist transportation.

Merchandising Staff . *Kooza - Cirque De Soleil* . San Francisco, CA . Dec. 2007 – Jan. 2008

- Sold merchandise, tracked inventory and maintained boutique displays for local production of national touring event.
- Assisted in box office – completed cash and credit card sales, processed will call pick-up – as needed.

Box Office Staff . *Treasure Island Music Festival* . San Francisco, CA . September 2007

- Assisted with guest list check-in, will call and sales for inaugural two-day music festival with 12,000+ daily attendance.

Donations Manager, Accounting Assistant . *North Beach Jazz Festival* . San Francisco, CA . July 2007

- Oversaw donations collections, managed volunteer donations staff, and distributed and reported staff pay for two-day community music festival.

Marketing and Publicity Manager . *High Sierra Music* . Berkeley, CA . January 2004 – September 2006

- Served as core office staff for independent music production company.
- Supervised production office staff and provided administrative support for all departments/crews including box office, security, stage production, hospitality, artist relations, merchandise, site, supply and dispatch.
- Managed Late Night Box Office including on-site staffing, sales, policies and procedures.
- Oversaw festival VIP program including entitlements, credentials, customer service, policies and procedures.
- Managed project databases, budgets and reports.

EDUCATION

Michigan State University, B.A. English

TECHNICAL SKILLS

Mac and PC

WordPress, Dreamweaver, HTML (hand-coding) and CSS; various other CMS and FTP programs

Various ticketing systems including Eventbrite, TicketFly, Front Gate and InTicketing

Numerous email marketing programs including MailChimp, ConstantContact, ExactTarget, FanBridge, Fanreach, FanMail, MaxBulk and Mailer Mailer

Adobe Creative Suite: Photoshop, Illustrator, InDesign, etc.

Microsoft Office Suite: Word, Excel, PowerPoint, etc.

Various database programs including FileMaker

Various CRM programs including Salesforce
