



## Box Office Employee Job Description

The Box Office Employee works within the Fritz Box Office as well as the off-site mobile box office during the day and throughout events. In addition to processing ticket transactions, the Box Office Employee ensures patron satisfaction through their knowledge of the Festival and their excellent customer service. The Box Office Employee reports to the Box Office Manager.

### Responsibilities

- Become familiar with the Vendini ticketing system through in-person and remote training sessions;
- Complete all aspects of ticket sales, including processing transactions, maintaining patron database, printing tickets, and preparing packaged and Will Call orders;
- Provide exemplary customer service to all patrons and constituents;
- Coordinate with the Box Office Manager to process waitlists, contacting patrons to ensure maximum hall usage;
- Respond appropriately to patron needs, addressing patron issues and inquiries with professionalism and accuracy;
- Understand, troubleshoot, and correct technological issues related to box office software and hardware;
- Coordinate with the Patron Services Associate to ensure a well-stocked box office, including ticket stock, envelopes, printer ink, and other necessary materials;
- Work with GTMF Marketing and Office Managers to schedule groups and coordinate ticket sales and distribution;
- With input from the Front of House Manager, prepare and submit nightly post-concert reports detailing ticket sales, attendance, and contextual event information;
- Reconcile ticket sales and ticket counts on a nightly basis;
- Complete box office opening and closing procedures;
- Coordinate with the Marketing Manager and Front of House Manager to ensure that Festival signage, brochures, and materials are up-to-date, in-stock, and in place;
- Manage auto emails to patrons regarding ticket turn backs and event updates;
- Assist in setting up the off-site box office as needed;
- Work both day and evening shifts, arriving on time;
- Perform other duties as assigned.

### Requirements

- Experience within a box office setting is preferred;
- Must possess strong customer service skills;
- Exceptional written and verbal communication skills;
- Possess a valid driver's license and reliable transportation;
- Familiarity with classical music and standard orchestral practices preferred. A general love for the arts and a good sense of humor is required.

This is a seasonal, full-time position with employment spanning June 19 to August 21, 2017 (9 weeks). Because of the event-oriented nature of the work, daily and weekly schedules, shift breaks, days off, and time off are subject to change as required to fulfill job duties, and are at the discretion of the Box Office Manager. Regular evening and weekend hours are to be expected.