



Box Office Employee

Job Description 2019

Overview

The Grand Teton Music Festival in iconic Jackson Hole, WY seeks interested individuals to join its seasonal staff as part of the Box Office. Box Office Employees are an integral member of the Advancement team at the Grand Teton Music Festival (GTMF), a 7-week classical music festival presenting 60 events over the summer. These **full-time** seasonal positions are responsible for completing ticket transactions and ensuring patron satisfaction through knowledge of the Festival and excellent customer service. The Festival's box office is located at, Walk Festival Hall. Employees are charged with the set-up, staffing, and breakdown of off-site box offices when needed. In addition, the Box Office Employees operate and staff the concessions bar, fulfilling orders and tending the register.

Duties & Responsibilities

- Experience within a box office setting is preferred
- Must possess strong customer service skills
- Must be 21 years of age or older
- Exceptional written and verbal communication skills
- Possess a valid driver's license and reliable transportation
- Familiarity with classical music and standard orchestral practices preferred
- Provide exemplary customer service to all patrons and constituents
- Become familiar with the Vendini ticketing system through in-person and video training sessions
- Complete all aspects of ticket sales, including processing transactions, maintaining patron database, printing tickets, preparing packaged and Will Call orders, processing waitlists, and contacting patrons via phone and email as needed
- Respond appropriately to patron needs, addressing issues and inquiries with professionalism and accuracy
- Understand, troubleshoot, and correct technological issues related to box office software and hardware
- Coordinate with the Development Manager to ensure a well-stocked box office, including ticket stock, envelopes, printer ink, and other necessary materials
- Assist in coordinating scheduled groups, including 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 Development Manager to ensure that Festival signage, brochures, and materials are up-to-date, in-stock, and in place
- Manage email communications to patrons regarding ticket turn backs and event updates
- Set up and breakdown of the off-site box office as needed
- Set up and provide service at the GTMF concert concessions stand, distributing pre-packaged snack items, cans of beer and soda, and glasses of wine
- Work both day and evening shifts as assigned
- Perform other duties as assigned
- A general love for the arts and a good sense of humor is required



Dates, Times and Nature of Employment

- June 17 to August 19, 2019 (9 weeks).
- Because of the event-oriented nature of the work, call times, days off, and time off are subject to change as required to fulfill the duties of this role.
- Evenings and weekend hours are to be expected.
- 40 hours per week.
- A professional appearance is expected of all GTMF employees while on duty.
- Reports to the Development Manager.

Compensation

- Stipend is \$4,500 for the summer (\$500 per week), payable on the 15th and last day of each month.
- GTMF will also provide housing for the duration of the engagement, which includes a private bedroom in shared accommodations with other seasonal staff members. This housing is provided at no cost to the employee.

Application

Interested candidates should send resumes and cover letters to Andy Mahoney, Development Manager at mahoney@gtmf.org by Friday, March 1, 2019. No phone calls please.