

JOB DESCRIPTION

JOB TITLE: Box Office (full-time, seasonal)
REPORTS TO: Development Director

JOB SUMMARY:

The Box Office employee is responsible for completing ticket transactions and ensuring patron satisfaction through knowledge of the Festival and excellent customer service. 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. Concessions duties include, but are not limited to, tending the register, taking and fulfilling orders, inventory and stocking.

DUTIES/RESPONSIBILITIES:

- Provide exemplary customer service to all patrons and constituents
- Become familiar with the Choice ticketing system through 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 Director 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
- Manage email communications to patrons regarding ticket turn backs and event updates
- Set up and breakdown of the off-site box office as needed
- Under the direction of the Special Events Associate, set up and provide service at the GTMF concert concessions stand, distributing pre-packaged snack items and beverages
- Perform other duties as assigned

REQUIRED SKILLS/ABILITIES:

- 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
- A general love for the arts and a good sense of humor is required

DATES, TIMES AND NATURE OF EMPLOYMENT:

- June 21 to August 21, 2021 (9 weeks) at 40 hours per week
- Evenings and weekend hours are to be expected
- A professional appearance is expected while on duty

COMPENSATION:

- Stipend is \$4,500 total 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 at no cost to the employee, which includes a private bedroom in shared accommodations with other seasonal staff members

Interested candidates should send resumes and cover letters to gtmf@gtmf.org

The preceding job responsibilities and tasks were designed to indicate the general nature and level of work performed by individuals in this job. It is not designed to contain or be interpreted as a comprehensive inventory of all job duties and responsibilities required of associates assigned to this job. The Box Office employee may be required to perform other duties as assigned. Additional job competencies, individual goals, and performance measurements are set at the department level.