



## Grand Teton Music Festival Box Office Associate - Seasonal

### OVERVIEW

The Grand Teton Music Festival in Jackson Hole, Wyoming, seeks interested individuals to join its seasonal staff as part of the Box Office. Box Office Employees complete ticket transactions and ensure patron satisfaction through knowledge of the Festival and excellent customer service. The Festival's box office is located at its primary venue, 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. Concessions duties include, but are not limited to, tending the register, taking and fulfilling orders, inventory and stocking. Box Office Employees report to the Director of Community and Patron Engagement.

This is a seasonal, full-time position with employment spanning 10 weeks - June 20 to August 27, 2022. Because of the event-oriented nature of the work, daily and weekly schedules, shift breaks, days off, and time off are subject to change to fulfill job duties at the discretion of the Director of Community and Patron Engagement. Box Office Employees are expected to work 40 hours per week.

### DUTIES & RESPONSIBILITIES

- Provide exemplary customer service to all patrons and constituents
- Become familiar with the Choice 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
- 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
- Provide information for the Front of House Manager to 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 turnbacks 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
- Work both day and evening shifts as assigned
- Perform other duties as assigned

### REQUIREMENTS

- Experience within a box office setting is preferred
- Must possess strong customer service skills
- Must be 21 years of age or older to serve alcohol, and be willing to take a TIPS certification course
- Exceptional written and verbal communication skills
- Possess a valid driver's license and access to a personal vehicle
- Arrive punctually for each scheduled shift in appropriate attire
- Familiarity with classical music and standard orchestral practices preferred
- A general love for the arts and a good sense of humor is required

### COMPENSATION

- Stipend is \$500 per week, payable on the 15<sup>th</sup> and last day of each month
- Housing in shared accommodations will be provided for the duration of seasonal employment

Interested candidates should send resumes and cover letters to [jobs@gtmf.org](mailto:jobs@gtmf.org)