

## **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 Associates 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 Associates staff the concessions bar. Box Office Associates report to the Patron Services Manager.

This is a seasonal, full-time position with employment spanning 9 weeks - June 23 to August 23, 2025. Because of the event-oriented nature of the work, shift schedules, breaks, and time off are subject to change at the discretion of the Patron Services Manager. Box Office Associates are expected to work 40 hours/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 Will Call orders, processing waitlists, and patron communication
- Respond appropriately to patron needs, accurately addressing issues and inquiries with professionalism
- Understand, troubleshoot and correct technological issues related to box office software and hardware
- Ensure a well-stocked box office, including ticket stock, envelopes, 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 \$600 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)



### **About GTMF**

The Grand Teton Music Festival, founded in 1962, unites over 250 celebrated orchestral musicians led by Music Director Sir Donald Runnicles in Jackson Hole, Wyoming each summer. GTMF is one of America's leading summer classical music festivals. The Festival Orchestra, a full orchestra made up of musicians from all the top orchestras around the country, makes up the centerpiece of the Festival.

As the single largest performing arts presenter in Jackson Hole, Wyoming with more than 120 annual events, GTMF also presents year-round programming that includes community concerts and education programs for Teton County students.

### **About Jackson Hole**

Jackson Hole, Wyoming, is a stunning valley home to several towns, including Jackson, Wilson, and Teton Village. Known for its incredible natural beauty, outdoor activities, vibrant arts scene, and western charm, it's one of the top year-round destinations in the world. The region is bordered by Yellowstone and Grand Teton National Parks, offering breathtaking views of snow-capped peaks, vast forests, and abundant wildlife.

Outdoor enthusiasts will find endless adventures, from world-class skiing and snowboarding in winter to hiking, biking, and fishing in the warmer months. Jackson Hole is also a cultural hub, with a thriving arts community, top-ranked galleries, a renowned symphony, and signature events like the Fall Arts Festival and the Jackson Hole Rodeo. Downtown Jackson is a lively mix of fine dining, unique shops, and western-inspired activities, making it a dynamic place to live and visit.

