

## VIRGINIA ARTS FESTIVAL

### JOB DESCRIPTION

**TITLE: Box Office Associate**

**DEPARTMENT:** Ticketing/Marketing Department

**REPORTS TO:** Box Office and Customer Relations Supervisor

**LOCATION:** Virginia Arts Festival at 440 Bank St (Norfolk, VA) with some local travel

**TYPE OF EMPLOYEMENT:** **Seasonal/ Part-time**

**HOURLY WAGE:** \$15/hr;

**SUMMARY:** We are seeking a Box Office Associate to join our team. A Box Office Associate will be a friendly, organized, and adaptable member of the Virginia Arts Festival Ticketing/Marketing team. They will be providing customer service, sales, and clerical support for the VAF Box Office including answering phones and email, selling, printing and mailing tickets, creating and maintaining database information, and serving Virginia Arts Festival offsite event box office needs.

#### **KEY RESPONSIBILITIES:**

- Providing high-level customer support over the phone, in-person, digitally, and at offsite events, all while supporting the mission of the Festival by fostering a friendly and supportive attitude.
- Selling tickets via walk-up window or over-the-phone.
- Effectively handling sensitive information with discretion and professionalism.
- Informing the public of the available performances on-sale and answering any questions they may have about the performances and/or the Virginia Arts Festival.
- Administrative and clerical support for any of the departments of the Festival to accomplish important organizational goals.
- Other duties as created or supported by the Box Office & Customer Relations Supervisor.

#### **QUALIFICATIONS:**

- Able to work effectively and respectfully with colleagues, patrons, and partners.
- Able to multi-task while maintaining a pleasant demeanor and maintaining a level of professionalism.
- Prior experience in ticketing or related customer service field preferred.
- The Virginia Arts Festival Box Office uses Tessitura software for ticket sales. We seek a candidate with experience using Tessitura or an eagerness to learn.
- A background check is required.
- Must have reliable transportation to travel to venues on select performance days.
- To apply, send a cover letter and resume to [jmanno@vafest.org](mailto:jmanno@vafest.org). No phone calls. Position open until filled.
- Learn more about the Virginia Arts Festival at [vafest.org](http://vafest.org).