

VIRGINIA ARTS FESTIVAL

JOB DESCRIPTION

TITLE: Box Office Associate

DEPARTMENT: Ticketing/Marketing Department

REPORTS TO: Box Office and Customer Relations Supervisor

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 sales and clerical support for the Box Office including answering phones & email, selling, printing & mailing tickets, creating and maintaining database information, and working the Will Call booth at the performance venues located throughout the Hampton Roads area.

Please note that this position is seasonal/part-time and requires availability primarily between March to mid-June. Box office staffing-needs and workhours are reduced greatly outside of the season, but we remain open year-round.

KEY RESPONSIBILITIES:

- Providing high-level customer support over the phone, in-person, and digitally, 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 into Tessitura, our database & ticketing system.
- Printing all individual and batch tickets to be sorted in will call or to be mailed with the appropriate customer name and address.
- Effectively handling sensitive information with discretion and professionalism.
- Assisting with data management, utilizing the ticketing and database software Tessitura.
- 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.
- Maintaining an organized and tidy workspace in the Box Office.
- Set up and work the Box Office for Will Call at performances as needed.
- Administrative and clerical support for all the departments of the Festival to accomplish important organizational goals.
- Other duties as created or supported by the Box Office & Customer Relations Supervisor.

OPPORTUNITIES:

- Supporting the mission of Virginia Arts Festival.
- Working and attending performances by world-class artists.

- Collaborating with various teams in a creative, fast-paced environment.

QUALIFICATIONS:

- Able to work effectively and respectfully with colleagues, patrons, and partners.
- Ability to multi-task with impeccable organizational skills while maintaining a pleasant demeanor and maintaining a level of professionalism.
- Familiarity with Microsoft Office 365 Outlook, Word, and Excel, or Microsoft Office 2010 or above.
- Prior knowledge of Tessitura a huge plus (but not required).
- Background check required.
- If scheduled to work, shifts in the Box Office are from 10am - 5pm (Monday - Fridays) and 10am - 2pm (Saturdays). There will also be three-hour shifts at venues before a performance to work the will call. Some nights and weekend work required. You may be expected to work between 14-38 hours a week between March and June.
- To apply, send a cover letter and resume to jmanno@vafest.org. No phone calls. Position open until filled.
- Learn more about the Virginia Arts Festival at vafest.org.