



Troy Savings Bank Music Hall Corporation

Job Title: Box Office Representative

Status: Part Time, Hourly

Reports To: Patron Relations Manager

FLSA Status: Non - Exempt

Summary

The Troy Savings Bank Music Hall seeks arts-loving and customer service oriented individuals to join our Box Office. The Box Office Representative serves as front line customer service between patrons, donors, key stakeholders and the Troy Savings Bank Music Hall.

Primary Duties and Responsibilities

- Process single tickets, subscriptions, memberships, gift cards, and CDTA Navigator POS system purchases in-person, phone and online orders.
- Learn, retain and manage a great deal of information about concerts, events and promotions in order to best answer patrons' questions pleasantly, confidently, and efficiently.
- Maintain organization of ticket counts and ticket count schedule for accurate reporting of ticket sales to artist agents, management and other partners.
- Communicate and troubleshoot issues in a prompt manner while maintaining high standards of quality and accuracy
- Provide general administrative support; greet and direct walk-in traffic, answer phones, distribute mail, maintain equipment and keep reception & office areas organized and professional.
- Other duties as assigned by the Patron Relations Manager.

Requirements and Qualifications

- Immediate need for coverage during the following shifts:
 - 10AM – 3PM, Monday through Friday
 - Nights & Weekends
- Previous Ticketing System experience a **plus** – we use Theatre Manager/Arts Management Systems.
- Comfortable using phones, email, and Microsoft Office Suite.
- Ability to multi-task, have great attention to detail, and be able to maintain composure under pressure.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit and reach with hands and arms. The employee is occasionally required to stand, walk, stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

For the safety of all who visit the Music Hall offices and venue, **COVID-19 vaccination will be required as part of employment.** Employee will be required to wear a mask, over both nose and mouth, while on

premises unless consuming food/drink, or due to medical restrictions. Employees are provided with a face mask upon hiring for proper protection from coronavirus and other illnesses.

The Troy Savings Bank Music Hall Corporation's Equity, Diversity, and Inclusion Statement

We value, encourage, support, and celebrate diverse backgrounds and cultures and the artistic expression of those backgrounds and cultures in keeping with our mission to enrich the community and inspire passion for the creative arts. We will engender this by fostering diverse, engaging, and transformative cultural experiences through performances, collaboration, community events, and education in an inclusive, accessible environment.

We believe a diverse, inclusive, and equitable workplace is one where all employees and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability, feels valued and respected. We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all of our departments, programs, and worksites. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard.

The Troy Savings Bank Music Hall is a National Historic Landmark built in 1875. Famous for its world class acoustics, the Music Hall is owned by the Troy Savings Bank Foundation. The Music Hall seats up to 1175 and its programming includes rock, indie, jazz, choral, classical, world music, as well as comedy shows, symphony concerts, recitals, and other events.

Resumes and/or cover letters may be sent to Brittany Meegan, Patron Relations Manager at brittany@troymusichall.org.