



## Troy Savings Bank Music Hall Corporation

**Job Title:** Box Office Representative

**Status:** Part Time - \$16.50/hr

**Reports To:** Director of Patron Relations

**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 ticket, subscription, membership, gift card, and CDTA Navigator sales in person, by phone, and online.
- Maintain thorough knowledge of concerts, events, and promotions to answer patron questions confidently and efficiently.
- Prepare and send ticket reports to agents and vendors according to reporting schedules.
- Communicate issues promptly to management while ensuring accuracy and quality.
- Provide administrative support: greet visitors, answer phones, distribute mail, and maintain organized office and reception areas.
- Manage event guest lists, coordinate with front-of-house, and resolve box office issues before and during shows.
- Perform other duties as assigned by leadership.

### Requirements and Qualifications

- Bring your **customer service skills** to a team that values friendly, thoughtful interactions — previous experience is required.
- **Ticketing experience** is a big plus!
  - We currently use *Theatre Manager* and are excited to **transition to Tessitura in January 2026**.
- **Evenings and weekends** are when the music is alive on our stage!
  - Hours vary depending on our **show schedule and event calendar**.
- You're **comfortable communicating** by phone and email, and familiar with **Microsoft Office Suite**.
- You can **juggle multiple tasks**, keep an **eye for detail**, and **stay calm and collected** when things get busy.

### 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.

## **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 may be sent to Brittany Pallozzi, Director of Patron Relations at [brittany@troymusicall.org](mailto:brittany@troymusicall.org).