



Troy Savings Bank Music Hall Corporation

Job Title: Box Office Representative

SUMMARY

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

Primary Duties & Responsibilities

- Process single tickets, subscriptions, group ticket orders, memberships and gift cards via in-person, phone and online orders. Employ procedures and policies which provide excellent service to patrons, members, donors, volunteers and patrons with special needs.
- Accurately process CDTA Navigator purchases in the CDTA POS System and ticketing system.
- Maintain a positive, professional and user-friendly box office experience for patrons. This will include maintaining a thorough knowledge of events or performances taking place at the Music Hall.
- Follow administrative and box office procedures to insure financial accountability and compliance.
- Compliance with sales, customer service, ticketing, donation, and fulfillment policies and procedures as well as other company policies and procedures.
- Work with Patron Relations Manager to monitor ticket sales and promotions success.
- 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

- Position requires night and weekend availability for day of show box office operations in accordance with the Hall's event schedule
- Previous Ticketing System experience a plus – we use Theatre Manager/Arts Management Systems
- At least 1 year of customer service or retail experience with cash handling.
- Demonstrated project management and evaluation experience; ability to multi-task, have great attention to detail, and be able to maintain composure under pressure.
- Outstanding written and oral communication skills; comfortable using phones, email, and Microsoft Office Suite.
- Integrity, honesty, good judgement; respect and discretion in communication with constituents and stakeholders at all levels

- Ability to work independently as well as part of a team.
- Have the ability to work in a fast paced environment with attention to detail.
- Has reliable transportation to and from the Music Hall.

Status: Part Time, hourly, non exempt

Salary Range: \$15/hour

Reports to: Patron Relations Manager

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 is a requirement of employment. Employee may be required to wear a face 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.

EOE

The Troy Savings Bank Music Hall is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, (dis)ability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law. BIPOC candidates are strongly encouraged to apply.

The Troy Savings Bank Music Hall Corporation's Inclusion, Diversity, Equity, and Access (IDEA) 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.

To apply, please visit <https://troysavingsbankmusichall.easyapply.co>