



Box Office Associate (Part-Time)

Posted on: Tuesday, August 13, 2024

SUBMISSION INFORMATION

Interested candidates should fill out our online application through LebanonOperaHouse.org/employment or submit a cover letter and resume to Info@LebanonOperaHouse.org (please include "Box Office Associate" in the subject line).

Applications are due by noon on **Friday, August 23, 2024**.

HOURS

Tuesday through Friday, 11-5 PM (24 hours per week)

POSITION TYPE

This is a part-time, on-site hourly position reporting to the Operations Manager.

POSITION PURPOSE

Provide outstanding customer service and prompt, accurate ticketing for events, and assist with office operations as needed.

JOB DESCRIPTION

Lebanon Opera House's Box Office Associate is an integral member of the Front of House team. As a primary external-facing representative during events, the Box Office Associate will provide outstanding customer service, demonstrate proficiency in ticketing system processes and procedures, and exhibit professionalism in handling customer service issues, both in person and on the phone. The successful candidate will also provide general administrative support as needed to ensure a seamless and positive staff and patron experience.

KEY RESPONSIBILITIES

Customer Service and Sales

- Processes telephone, in-person, and email ticket sales for Lebanon Opera House performances.
- Commits to becoming proficient in the Patron Manager ticketing system.
- Collects, enters, and maintains accurate records of ticket orders and customer data.
- Maintains electronic and hard files of ticket orders.
- Organizes distribution of tickets.
- Prepares box office for show nights.
- Resolves all ticketing questions professionally and promptly.
- Provides administrative support to Lebanon Opera House team when needed and as time allows.

POSITION REQUIREMENTS

Skills & Knowledge

- A passion for the performing arts.
- A dedication to customer service.
- Computer proficiency. Experience with Google Suite, Microsoft Office, WordPress, and online POS (Point of Sale) systems is a plus, but not required.
- Ability to multi-task in a fast-paced environment and handle multiple interruptions.
- Accuracy and dependability.
- Ability to effectively communicate, both orally and in writing.
- Ability to solve problems cordially and efficiently.
- Willingness to work as a member of a team and “pitch in” where needed.
- A desire to make Lebanon Opera House a welcoming space for diverse audiences.
- High school diploma and experience providing customer service.

LOH is an Equal Employment Opportunity (EEO) organization and does not discriminate on the basis of race, religion, sexuality, gender identity, age, etc. with respect to employment opportunities.