



**Title: Guest Relations Staff**

**Department:** Marketing

**Supervisor:** Director of Ticketing & Guest Relations, Event Operations Manager

**Employment Type:** PT, non-exempt, seasonal

**Compensation:** \$14.00 per hour

**Works closely with:** Director of Tickets & Guest Relations, Event Operations Manager, Parking Coordinator, Front of House, Marketing, Artistic & Technical Production, Special Events and Facilities.

The **Guest Relations Staff** provide assistance in the Box Office, Front-of-House and Parking. Summer hours are Mon–Sun 10am–4pm, with event coverage Thurs–Sat evenings and Sunday afternoons. While preferences and aptitude will be considered when making assignments, staff members should be generally available and willing to accept any assignment. Reasonable requests for accommodation will be considered. There is potential to work in the fall and winter seasons.

Caramoor Center for Music & the Arts is currently seeking candidates to join its Guest Relations Staff for its 2021 summer season, June through the end of August.

**To Apply:** Please fill out the [Guest Relations Seasonal Work Application](#). We will only contact candidates being considered for the role. No phone calls, please.

**JOB DUTIES & RESPONSIBILITIES:**

**BOX OFFICE**

- Answer phones, greet guests and distribute materials.
- Assist guests with ticket purchases on telephone/in-person
- Print and distribute tickets
- Sell merchandise
- At the Rosen House, facilitate tour bookings, provide general information, direct guests to restrooms, monitor safety of guests and collection

**FRONT OF HOUSE**

- Assist in venue setup and cleanup
- Control guest flow in and out of venue
- Scan guest tickets and direct to seating
- Help enforce venue policies
- Provide assistance to guests with limited mobility and other accessibility needs

**PARKING**

- Direct vehicles to appropriate parking areas safely and quickly
- Control traffic flow between vehicles and pedestrians
- Answer guest questions and direct guests as needed



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## **REQUIRED SKILLS AND QUALIFICATIONS**

**Customer Service & Communication Skills:** Must have a friendly and professional attitude and work well with the public to navigate different personality types among stakeholders including visitors, VIPs/donors, seasonal staff, artists, senior staff team & Board of Trustees. Strong interpersonal and communication skills are a plus.

**Administrative Skills:** Ability to maintain confidential information. Organized and detail oriented with a strong work ethic. Flexibility to adapt to changing priorities and new opportunities.

**Values & Culture Fit:** Demonstrated passion for music is a plus; have an appreciation for creating an environment that supports all guests to be inspired by music and have a strong commitment to Caramoor's mission and values.

**Working Conditions:** Ability to work in a busy environment and with the public, maneuver outdoors (in all weather conditions) on 80 acres of woodland trails, gravel pathways, stone pavers, macadam, and grass. Flexibility to work during weekends and evenings as needed for events. Ability to lift/move up to 45lbs. Ability to set up and breakdown events.

## **ABOUT CARAMOOR**

*Our mission is to enrich the lives of audiences through innovative and diverse musical performances of the highest quality, mentor young professional musicians, and engage children through interactive, educational experiences that deepen their relationship to and understanding of music. These three prongs – music performance, musician mentoring, and music education – infuse everything we do.*

Located on a 80-acre campus in Katonah, NY, Caramoor Center for Music and the Arts, Inc. is a 501c3 non-profit arts center that has been in continuous operation since 1946. It presents approximately 55 live music performances throughout the year in a wide range of genres, culminating in a major summer season starting in June through August. Through its public programs and community events, Caramoor annually serves approximately 40,000 people.

Caramoor was the summer home of arts patrons Lucie and Walter Rosen who opened their estate in 1946 to welcome artists and audiences to be inspired by music in the context of their beautiful gardens, historic buildings, and art. Classical music, from chamber to orchestral to opera, forms the core of Caramoor's programming, but over the years the program has grown to include jazz, American Roots, world music, American songbook, family programs, and more.

*At Caramoor, we are committed to a fair and equitable workplace. Caramoor is an Equal Opportunity Employer (EEO); this means that all aspects of employment, including recruiting, advertising, hiring, training, promotions, compensation, benefits, transfers, layoffs, return from layoffs, disciplinary action and discharge shall be conducted on the basis of qualification and ability without regard to race, religion, disability, sexual orientation, color, age, gender, national origin, citizenship, marital status, military and veteran status or any other basis protected by law.*