

BOX OFFICE & EVENT STAFF

Department: Marketing

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

Employment Type: Part-Time, Non-Exempt, Seasonal

Compensation: Starting at \$15 per hour

The **Box Office & Event Staff** assist with the day-to-day operations of Caramoor's Box Office, and the event operations of the Box Office, Venues, and Parking. The position is seasonal and based on the schedule of Caramoor programs. Scheduled hours as follows:

Summer Season hours are Monday – Sunday, 10:00am – 4:00pm, with event coverage Thursday - Saturday evenings and Sunday afternoons. Staff should expect to work approximately 10-20 hours-per-week during the above times.

Spring & Fall hours only include event coverage, primarily on select Friday & Saturday evenings and Sunday afternoons. Programming/hours are less regular than those during the summer.

Opportunities for work over multiple seasons are available, at supervisor's discretion. A full schedule of events is available at caramoor.org.

While preferences and aptitude will be considered when making assignments, staff should be available and willing to accept any assignment. Reasonable requests for accommodation will be considered.

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
- Control traffic flow between vehicles and pedestrians
- Answer guest questions and direct guests as needed



● PO Box 816, Katonah, NY 10536 / 914.232.5035 / caramoor.org

Required Skills and Qualifications

Experience Ability to learn on the job is a must. Ability to work in MS Office Word and Excel and ability to learn ticketing software is desired. Experience in customer service, retail, or working events is a plus. Background or experience in the arts/music is a plus.

Customer Service and Communication Skills Must have a friendly and professional attitude and work well with others. Good interpersonal, verbal and written communication skills are desired.

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

Values and Culture Appreciation for creating an environment that supports all guests to be inspired by music.

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 and spectacular gardens. Flexibility to work during weekends and evenings as needed for events. Ability to lift/move up to 40lbs. Ability to set up and breakdown for events.

About Caramoor:

Caramoor is a cultural landmark and non-profit 501(c)(3) organization dedicated to enriching the lives of its audiences through innovative and diverse musical performances of the highest quality, mentoring young professional musicians, and engaging children through interactive educational experiences that deepen their relationship to and understanding of music. It's also a pretty great place to work. For more information about Caramoor please visit www.caramoor.org.

Caramoor joins with those who seek to promote equality, eradicate injustice, and support inclusion. As in a choir, our world benefits from a multitude of voices coming together in harmony.

Caramoor is an Equal Opportunity Employer (EEO); this means that all aspects of employment, including but not limited to, 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 actual or perceived race, religion, political affiliation, disability, sex (including sexual violence and sexual harassment), sexual orientation, gender identity, gender expression, pregnancy or any reproductive health decisions, genetic disposition, neurodiversity, color, age, weight, national origin, citizenship, familial status, marital status, domestic victim status, military and veteran status or any other basis protected by law.

We pledge to uphold equality in our hiring and employment practices, and to create an environment where everyone, from any background, can do their best work.