



BOX OFFICE AGENT

Department: Marketing

Supervisor: Box Office Manager

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

Compensation: \$16-17 per hour; 20-30 hours per week (Summer)

Job Duties & Responsibilities

- General Box Office Duties
 - Assist guests both on the phone and in-person and sell tickets.
 - Regularly monitor Box Office email inbox, voicemail, and website chat, and respond to inquiries.
 - Participate in the implementation of sales strategies.
 - Monitor dynamic pricing, as necessary.
 - Serve as a point of contact for guest and staff questions or concerns.
 - Assist in responding to safety concerns and emergency situations, as necessary.
 - Assist the Box Office Manager in various administrative and operational projects.

- Event Box Office Coverage
 - Staff Box Office and/or Merchandise area at concerts.
 - Sell tickets to day-of or future events and Caramoor and/or Artist merchandise.
 - Distribute will call tickets and assist guests with mobile or email tickets.
 - Assist with inventory of branded merchandise.
 - Greet and assist guests, provide directions and answers to questions, provide general historical information, guide guests to restrooms as needed
 - Assist with the setup and breakdown of Box Office & Merchandise as needed.

SUMMER (JUNE – AUGUST)

This position works both administrative office hours (9:30am – 4:30pm) and at events. Events are scheduled to take place from June through August on Thursday-Saturday evenings and Sunday afternoons.

Required Skills and Qualifications

Experience: Command of MS Office Word and Excel and aptitude for ticketing and event software is a must. Experience working in a box office, retail, events or customer service-related position is desired. Arts/music background a plus, but not required.

Customer Service and Communication Skills: Must have a friendly and professional attitude and work well with others. Strong interpersonal and verbal communication skills 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 transition between heavy operational and administrative work loads. Ability to lift/move up to 40lbs. Ability to set up and breakdown for events.