

# ROCKPORT MUSIC POSITION OPENING

## Box Office Assistant

Job Description Part Time

Rockport Music, home of the Shalin Liu Performance Center, is seeking a Box Office Assistant. Working with the Box Office Manager, as well as other administrative and operations staff, the Box Office Assistant provides the first point of contact for our customers. In addition to constantly providing a high level of courteous and informed service to all customers, the Box Office Assistant is responsible for selling tickets to events held at the Shalin Liu Performance Center, assisting in setup of events, troubleshooting Tessitura issues, as well as organizing many of the box office activities in preparation for concert events.

### Ticket Sales

- Sell tickets to all events via the phone and walk in sales including exchanges, refunds, donations, subscriptions and gift certificates.
- Sell tickets at the Will Call desk when scheduled, hours vary but include some nights and weekends
- Adhering to and enforcing all ticket and group sale policies
- Resolve patron complaints, issues and troubleshooting via phone and walk up sales as well as email
- Monitor and report youth ticket sales

### Ticket Printing & Processing

- Batch ticket printing & organize distribution of tickets
  - Maintain will call box
  - Mail tickets
- Monitor ticket headers for proper capitalization or obvious errors
- Maintain ticket inserts
  - Update seasonal ticket inserts as necessary
  - Guest Inserts (guest presentations). Review and edit as necessary

### Tessitura Setup

- Build list extractions as needed for events and performance reports
- Setup events in a timely manner for on-sale and announcements
- Set up and maintain ticket templates
- Proofing and checking all elements of the sales set-up for accuracy, including discounts, promo codes, subscriptions, pricing rules, holds and seat maps.
- Assist in maintaining the database with updated addresses, phone numbers, etc.
- Run appropriate reports for performance preparation, notifications, etc.
- Ongoing learning and utilization of Tessitura software for ticketing as well as assisting with other tasks as required

The best candidate will be knowledgeable about ticketing software (preferably Tessitura), Microsoft Office, and have a strong customer service mindset and enthusiasm to learn. Work well with others. Problem solving and handling customers in a courteous manner are a must.

Compensation: Competitive, commensurate with experience

Applicants should email a letter and resume to:

Carol Ciulla, Box Office Manager

Rockport Music, 37 Main Street

Rockport, MA 01966 | [cciulla@rockportmusic.org](mailto:cciulla@rockportmusic.org)