

## VIRGINIA ARTS FESTIVAL

### JOB DESCRIPTION

**TITLE: Box Office Associate for WL Pop-up Box Office**

DEPARTMENT: Ticketing/Marketing Department

REPORTS TO: Box Office and Customer Relations Supervisor

LOCATION: Williamsburg, VA in the Lobby of the Kimball Theatre

TYPE OF EMPLOYEMENT: **Seasonal/ Part-time**

HOURLY WAGE: \$15/hr;

#### SUMMARY:

We are seeking a Box Office Associate to join our team. A Box Office Associate will be a friendly, organized, and adaptable member of the Virginia Arts Festival Ticketing/Marketing team. They will be providing sales and clerical support for the VAF Box Office including answering phones & email, selling, printing & mailing tickets, creating and maintaining database information, and serving all Williamsburg Live Pop-up will call box office needs. The pop-up box office provides patrons in Williamsburg a chance to pick-up their tickets before the Williamsburg Live performances June 20<sup>th</sup>-22<sup>nd</sup>.

#### KEY RESPONSIBILITIES:

- Providing high-level customer support over the phone, in-person, and digitally, all while supporting the mission of the Festival by fostering a friendly and supportive attitude.
- Selling tickets via walk-up window or over-the-phone into Tessitura, our database & ticketing system.
- Effectively handling sensitive information with discretion and professionalism.
- Assisting with data management, utilizing the ticketing and database software Tessitura.
- Informing the public of the available performances on-sale and answering any questions they may have about the performances and/or the Virginia Arts Festival.
- Maintaining an organized and tidy workspace in the lobby of the Kimball Box Office.
- Set up laptop, printer, and hotspot daily.
- Administrative and clerical support for any of the departments of the Festival to accomplish important organizational goals.
- Other duties as created or supported by the Box Office & Customer Relations Supervisor.

#### OPPORTUNITIES:

- Supporting the mission of Virginia Arts Festival.
- Working and attending performances by world-class artists.
- Collaborating with various teams in a creative, fast-paced environment.

#### QUALIFICATIONS:

- Able to work effectively and respectfully with colleagues, patrons, and partners.
- Ability to multi-task while maintaining a pleasant demeanor and maintaining a level of professionalism.
- Prior experience in ticketing or related customer service field referred, prior experience with Tessitura a huge plus, but not required.
- Background check required.
- If scheduled to work, shifts in the Box Office are from 10am – 5pm (weekdays, 3 days per week, specific days TBD).
- To apply, send a cover letter and resume to [jmanno@vafest.org](mailto:jmanno@vafest.org). No phone calls. Position open until filled.
- Learn more about the Virginia Arts Festival at [vafest.org](http://vafest.org).