



JOB TITLE: Box Office Representative – Part Time
REPORTS TO: Director of Business Development and Box Office Management
DEPARTMENT: Box Office
CLASSIFICATION: Non-Exempt

The Phoenix Symphony is seeking enthusiastic candidates for our part time (18 – 30 hours per week) Box Office Representative. Our Box Office Representatives provide a high level of customer service for telephone and in-person sales of individual tickets and series packages, as well as processing web ticket sales and helping to maintain the Symphony's patron database. In addition to working at our main Box Office location in downtown Phoenix during weekday business hours, the box office staff offers in-person ticketing services for evening and weekend performances during the Symphony season at our various concert venues across the Valley.

Essential Duties:

- Initiate, receive and process phone, walk-up and mail ticket sales orders from the public
- Give detailed performance and venue information to patrons and staff to encourage sales and improve customer relations
- Prepare ticket mailings
- Provide information, support and service
- Stay current on event information
- Other duties may be assigned from time to time as business needs required.

Qualifications

The ideal candidate will possess demonstrated customer service, communication, and organizational skills, as well as attention to detail and good judgment. Additionally, strong math background, and Microsoft Office skills are required. A friendly personality, flexible schedule, and an interest in classical music are necessary. Some college course work in a related field, and ticketing experience is helpful. Experience with Tessitura ticketing software a plus.

Qualified candidates should email their resume and letter of interest to tpscareers@phoenixsymphony.org

Or by fax to: 602-253-1772

No phone calls please.

The Phoenix Symphony is an Equal Opportunity Employer.