

## St. Petersburg Opera (SPO)

### Job Description - Box Office Lead Associate

#### JOB PROFILE

The Box Office Lead Associate is a particularly important part of the St. Petersburg Opera Team. The person in this half-time position manages the ticketing system and assists patrons with purchases and special requests with patience, courtesy, and a positive attitude. The Box Office Lead Associate maintains the integrity of the ticketing portion of the database and provides support at Opera events. The position is a direct report to the Chief Operations Officer.

#### DUTIES & RESPONSIBILITIES

##### Box Office Support

- Performs all box office functions including subscriptions, single tickets, group and on-line sales ensuring prompt and accurate ticket fulfillment.
- Serves as the primary point of contact for patrons seeking subscriptions and individual tickets and provides services consistent with the policies and practices of the SPO.
- Handles phone calls and sales for Box Office, returns emails to patrons. Calls subscribers who have not renewed, encouraging them to review subscription packages as appropriate.
- Prints Will-Call and Print-and-Mail tickets and prepares for delivery.
- Responsible for maintaining ThunderTix software ticketing functions and reporting mechanisms. Serves as liaison between SPO and the software company.
- Serves as liaison with Box Office personnel at the Palladium, communicating appropriate ticketing and patron information, and is present in the Palladium Box Office at the beginning of all main stage performances to handle problems as they arise.
- Opens and staffs Box office during all ticketed events and donor appreciation events at Opera Central.
- Provides complimentary tickets to staff and cast according to company Comp policy. Communicates with Stage Managers and personnel about comp status.
- Creates events and campaigns within the Ticketing Software per direction of Management.
- Prints Gift Certificates for other charity events as directed by the Management.
- Consistently displays a welcoming, enthusiastic, and positive attitude and atmosphere for patrons in person and on the phone.
- Orients and supervises volunteers who occasionally assist with ticketing functions.
- Other tasks as assigned.

#### QUALIFICATIONS FOR POSITION

- Office Management or Administrative Skills with exceptional Data Entry Skills.
- Exceptional Customer Service Skills and Abilities (Phone, written and In-person).
- Strong interpersonal skills and emotional intelligence, using listening, diplomacy, and tact to interact successfully with donors, Board members, work colleagues, and the public at large.
- Skilled in multitasking and organizing, able to work well under pressure.
- Exemplary Cash Management & Payment Processing experience

#### REQUIRED SKILLS

- Microsoft Office Suite (Word, Excel)
- Google Suite of Products (Gmail, Google Drive)

#### PREFERRED SKILLS

- ThunderTix (Ticketing software) & Greater Giving (Fundraising software)

#### WORKING CONDITIONS/PHYSICAL EFFORT

Work is performed in a typical office setting and on location at events, sometimes in the evenings. Requires some physical exertion and/or physical strain, lifting up to 20 pounds, moving over rough or uneven terrain, climbing ladders, steps, platforms or stages. Must have personal transportation to run errands, attend meetings, etc.

#### BENEFITS

Flexible schedule

Partial health insurance stipend

Paid time off

#### SCHEDULE

Monday to Friday

Weekend/evening availability for events

#### COMPENSATION

20-25 hours/week (hourly)

Starting pay range depending on experience \$17-19/hour

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