



Box Office Associate

Position Overview:

The box office is the front line of public relations for The Sarasota Ballet and its various programs. As the Box Office Associate, you are a key member of The Sarasota Ballet team as you will be the first person to whom a patron speaks. It is vital that the first impression put forth is friendly, courteous, and above all, positive. The work schedule requires a flexible schedule that varies throughout the year, including evenings and weekends as needed.

Responsibilities:

Sales:

- Answering and processing orders via the Tessitura ticketing platform.
- Providing sales suggestions that may compliment a customer's current order/purchase.

Customer & patron services:

- Assisting customers and patrons with questions and concerns and always proving great customer service.
- Understanding and memorizing performance and event information.

Group sales:

- Rebuilding The Sarasota Ballet's group sales.
- Developing customer lists and strengthening existing relationships.
- Overseeing sales from start to finish.
- Working closely with clients and the Box Office Manager at group events.

Outdoor box office and outreach booths:

- Set up and management of our outdoor box office at special events and venues.
- Set up and management of our outreach booth at local events.

Performance set up:

- Setup and take down of mobile will call and box office.
- Processing will call tickets prior to performances.
- Assist with theater front of house set up and maintenance (rotating marketing posters, maintaining rack card holders, distributing program books, etc.).

Assist the Box Office Manager in their duties, including:

- Volunteer scheduling and training
- Reports
- Patron follow up calls
- General office tasks
- Maintenance of the box office

Other duties as assigned.

Education & Qualifications:

- High school diploma or equivalent.
- Experience providing excellent customer service.
- Excellent communication skills.
- Positive attitude with the ability to work under pressure.
- Willingness and ability to work flexible hours.
- Experience with Microsoft Office including Outlook, Word, Excel.
- Experience with Tessitura ticketing system (preferred)
- Must be fully vaccinated against COVID-19.

COMPENSATION

Salary range up to \$36,000 annually, based on previous experience.

Medical, dental, vision, 401k, PTO, holidays all offered.

HOW TO APPLY:

Please submit your cover letter and resume to careers@sarasotaballet.org.

No calls please

The Sarasota Ballet values diversity and is committed to creating an inclusive environment for all employees. All qualified candidates will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran's status or any other protected category.

The Sarasota Ballet is an equal opportunity employer. Applications from populations underrepresented in the arts are strongly encouraged to apply.