

Box Office Coordinator

Summary of Job Responsibilities:

This position oversees the sales of tickets at the semi-annual concerts. She helps volunteers with any computer-related problems, makes patrons feel welcome, and counts and secures cash and equipment when box office closes. She should not be a WCS member.

Duties/Tasks:

- Set up WCS computers, printers, and card swipe devices; log into UO wireless network Prepare cash drawers for two sellers. Coordinate with treasurer for change fund.
- Troubleshoot computer and other problems for two volunteer ticket sellers; resolve patron questions or problems. Give out will-call tickets to patrons (names on list).
- Maintain security of ticket office at all times.
- After ticket sales close, perform final cash count, and record. Repack computers, cash, printers, scanners, cash box, cash bag, etc.; place storage box in safe place in ticket sales area.

Helpful Skills:

This position requires comfort with using computers, specifically Windows 10 operating system, and with troubleshooting peripheral devices (printers, card swipes). It involves learning the ticketing software. It also entails good customer service skills, such as patience, attentiveness, clear communication, and time management. Other skills include cash handling and joyful attention to detail.

Time Commitment:

This job is only activated twice a year. The winter concert is in mid-to-late January and the spring concert is in mid-May to early June. Dates are set by August of the preceding year.

The computers and peripherals must be tested several days before the concert to be sure everything is in working order.

On the day of the concert, the ticket office opens one hour before the show. It takes about 40 minutes before that to set up the equipment and get everything logged on. You are welcome to stay for the show, but not required.

There will be a one-time commitment to learn to use Arts People ticketing and report software, and to become familiar with the computers and related peripheral devices.

Appointed Position:

The president appoints this position.