



Part-time Box Office Assistant

Hours: Approximately 20 hours per week. Scheduled days/time to be determined between 8:30 am -5:30 pm Monday-Friday with some limited weekend and evening hours. This is a temporary position to support the 82nd Winter Park Bach Festival.

Salary: Negotiable

Reports to: Patron Engagement Manager

Classification under Wage and Hour Regulations: Non-Exempt

Skills required: Excellent customer service, computer, and time management skills are a must. Must be proficient in Microsoft Word, Excel and database programs. Experience in PatronManager is preferred. Must be detail oriented, and interested in music and the performing arts.

General Description:

The Box Office Assistant performs a variety of ticketing and customer service functions for the Bach Festival Society box office, including problem resolution to ticket-buying customers, reporting support for Patron Engagement Manager and other tasks as appropriate.

Specific Tasks:

- Answer telephones and interact directly with season-ticket holders and other ticket-buying customers.
- Process individual ticket orders and have the confidence to handle special requests such as seat changes, adding a guest, etc.
- Provide data support of the overall ticketing system, as required.
- Perform administrative or clerical tasks such as mailings, database work, distributing marketing materials, etc.
- Perform other miscellaneous duties as assigned.

Knowledge, Skills and Abilities Required

- High school diploma or GED; at least 3 years of experience that is directly related to the tasks and responsibilities specified Strong interpersonal skills, flexibility, and customer service orientation.
- Ability to operate a computerized database ticketing system (PatronManager CRM Preferred).
- Ability to communicate effectively, both orally and in writing.
- Knowledge of personal computers, Microsoft Office applications and database software
- Available to handle a flexible work schedule, to include some evening and weekend hours.
- Must be able to lift 30 lbs.

If you are interested in applying for this position, please email a cover letter, resume, and references to:

Bach Festival Society Human Resources
emailed to hr@BachFestivalFlorida.org.