

**THE
SANTA FE
OPERA**



**The Santa Fe Opera Box Office
Box Office Assistant
Reports to Box Office Manager and Audience Services Director
Year round, full time exempt**

SUMMARY DESCRIPTION

This position is primarily responsible for excellent customer service, requiring the ability to work independently, exercise judgment and initiative, as well as communicate effectively with customers and colleagues. Under general guidance, performs difficult to complex projects and programs pertaining to the efficient handling of individual, subscription and group ticket sales. Assists with ticket sales via telephone, mail order, in-person, and the Internet. Performs other duties as assigned.

DUTIES & RESPONSIBILITIES

General Box Office:

- Provides excellent service to patrons and promotes positive and pleasant image of the company to the general public, staff, supporters and Board members.
- Displays a sound understanding of the opera company, the repertory, the Tessitura computer system and all general information that goes through the Box Office.
- Follows the guidelines and protocols set forth in the Box Office policies and procedures.
- Assists with subscription renewal process, mailing of materials and contact with patrons.
- Answers email correspondence directed to the Box Office inbox in a timely manner.
- In the absence of Audience Services Director and Box Office Manager, provides direction and management of Box Office; assists with supervision of seasonal representatives, clarifying policies and procedures.

Education/Experience/Competencies:

- Requires high school diploma and at least 1 year of related experience. College, non-profit and performing arts organization experience preferred.
- Excellent customer service skills.
- Ability to work under deadlines, and to complete projects in a timely manner.
- Ability to communicate clearly and work well with people in a variety of positions, including colleagues, management, Board members and volunteers.
- Ability to work independently, knowing when to ask for guidance but working with initiative.
- Attention to detail and accuracy, along with the ability to effectively handle multiple tasks in a busy office, and ability to accurately handle large sums of money.
- Computer literacy with Microsoft Office and other Windows based programs.
- Tessitura Ticketing Database knowledge helpful.
- Flexibility and the ability to work in a changing, artistic, high paced environment.

Location: The Santa Fe Opera

Compensation: commensurate with position