



Seasonal Audience Services Staff

November 2018

Location: Katonah, New York **Department:** Marketing
Title: Seasonal Audience Services Staff **Division:** Audience Services
Type: Seasonal, Part-Time, Non-exempt **Reporting to:** Seasonal Box Office Supervisor,
Seasonal Assistant House Manager

The **Audience Services Staff Members** will serve as the primary contact for audience members during Caramoor's summer season. The **Audience Services Staff Members** will work both in the Box Office during normal and event hours, as well as staff inside the theater to assist audiences to their seats and to assist House Management during performances.

Job Duties:

- Serve as the initial point of contact for audiences during the Summer season.
- Sell tickets to Caramoor's concerts throughout the year.
- Process ticket orders through online ticketing software.
- Manage Audience communications with the Box Office.
- Serve as ushers during concerts and events.
- Assist in setting up performance venues.
- Work with House Management & Production Staff to ensure events start on time.

Qualifications:

Experience: Any experience in and/or passion for music, the arts, or similar non-profit work preferred.

Customer Service & Communication Skills: Must have a friendly and professional attitude and work well with the public to navigate different personality types including seasonal staff, patrons, VIP donors, artists, senior management team & Board of Trustees.

Administrative Skills: Ability to maintain confidential information; highly organized and detail oriented with a strong work ethic. Flexibility to adapt to changing priorities and new opportunities.

Working Conditions: Ability to work in a busy environment, maneuver outdoors (in all weather conditions) on 90 acres of woodland trails, gravel path ways and gardens. Ability to lift/move up to 25lbs.

Schedule

Summer concerts are scheduled Wednesday – Saturday evenings and Sunday afternoons, from June 16 – July 29. The Summer Box Office hours of operation are Monday – Sunday, 10:00 AM – 4:00 PM. **Audience Services Staff Members** will be scheduled for shifts during these hours, as well as during concerts and events. All **Audience Services Staff Members** will be required to attend a paid training session from **May 26-27**.

About Caramoor

Caramoor is a non-profit organization dedicated to enriching the lives of its audiences through innovative and diverse musical performances of the highest quality, mentoring young professional musicians, and engaging young children through interactive educational experiences that deepen their relationship to and understanding of music. Learn more at Caramoor.org.

Please send resume to personnel@caramoor.org for review and consideration. No phone calls.