



## **OPEN POSITION**

**Job Title:** Box Office Associate

**Reports to:** Box Office Manager

**FLSA Status:** Part-time / Non-Exempt

## **ORGANIZATION DESCRIPTION AND JOB SUMMARY:**

The Allentown Symphony Association (ASA) operates the Allentown Symphony Orchestra (ASO), El Sistema Lehigh Valley, and is the owner/operator of Miller Symphony Hall in downtown Allentown, PA. Since 1951, the ASO has been the premiere professional symphony orchestra of the Lehigh Valley and currently presents a variety of classical, pops and family concerts. El Sistema Lehigh Valley, among a half-dozen ASA education programs, is an immersive, daily music education program offered to students in grades K-12. Miller Symphony Hall, first opened in 1899, is a historic theater and cornerstone of Allentown's Arts District.

The **Box Office Associate** is responsible for selling event tickets to the general public. They are to provide guests with a positive customer service experience. They are often the first point of contact for patrons and must be strong ambassadors of the symphony; as well as portray a professional and courteous demeanor.

## **REQUIREMENTS:**

- Provide superior customer service to all patrons of Miller Symphony Hall and the Allentown Symphony Association.
- Accurately operate Salesforce/Patron Manager to sell tickets for events. Process ticket orders placed via mail, telephone, internet, and in person.
- Ability to upsell new shows and events to patrons.
- Provide detailed and timely information to patrons regarding upcoming shows and events.
- Responsible for cash management. Operate a credit card machine.
- Must possess excellent organizational and customer service skills.
- Ability to be a team player.

- Applicant must possess current, valid driver's license and a current working email and telephone with a number that can be accessed by building management personnel for business contact purposes.
- Ability to work various hours, including holidays, weekends, and evenings when required. This position has limited hours and usually ranges from 20 to 30 hours per month, with most shifts on nights and weekends.
- Ability to effectively present information and respond to questions from performers, managers, clients, customers, and the public.
- Ability to communicate well both verbally and written.
- Perform all other duties as assigned by the Executive Director and Box Office Manager

Reports to Box Office Manager and works in a collaborative team with other members of the box office staff.

The above is intended to describe the principal responsibilities and outcomes, and associated requirements as well as the work environment. It is not intended as an exhaustive list of all aspects of the job.

#### **Qualifications:**

- Possess interpersonal skills to provide excellent customer service to our patrons.
- Ability to work accurately with attention to detail.
- Works independently, as well as in a team environment.
- Knowledge of Miller Symphony Hall events and programming, as well as classical music.
- Knowledge of ticketing system or PatronManager a plus.
- Knowledge of Microsoft office (Outlook, Word, Excel).

**Salary:** \$12 per hour

Please submit a resume and cover letter to [ecassano@allentownsymphony.org](mailto:ecassano@allentownsymphony.org)

No phone calls, please. Although we appreciate your interest, we will only contact applicants we are considering for an interview.

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The Allentown Symphony Association provides equal employment opportunities to all employees and applicants for employment. No one will be discriminated against, or receive preferential treatment because of race, creed, color, religion, sex, affectional or sexual orientation, national origin, ancestry, age, marital status, non-job-related disability, social class, status as a Vietnam-era or special disabled veteran, or any other legally protected status.