



GROTON HILL MUSIC CENTER

Employment Opportunity - 4.23

BOX OFFICE COORDINATOR

Hourly, overtime eligible, in-person position requiring evening and weekend availability.

This position is expected to work the following schedule, with flexibility per manager's approval:

Monday and Tuesday 9am-7pm, Friday 12pm-10pm, and Saturday 12pm-10pm.

Location: 122 Old Ayer Rd., Groton MA 01450

Set on a stunning 110-acre landscape in Groton, Massachusetts, Groton Hill Music Center is the region's premier nonprofit center for outstanding music education, professional performances, and community engagement. Our team is seeking an individual to assist in our box office operations: primarily phone and in-person ticketing sales and customer service. The ideal candidate must be detail-oriented, organized, and focused in a fast-paced working environment. Previous ticketing experience and familiarity with Audienceview or other box office/ticketing systems are a plus.

The applicant will embrace Groton Hill's culture of providing an exceptional service experience through highly personalized relationships as well as supporting the facility's usage by all departments and stakeholders. They will be able to roll up their sleeves and work collaboratively to help ensure the success of the organization. An appreciation of the value of music and education in the lives of individuals and communities is desired.

JOB DUTIES/EXPECTATIONS:

- Become fluent in the utilization of Audienceview, our ticketing system.
- Assist in all ticket sales, providing excellent customer service throughout.
- Assist patrons and potential patrons in a positive professional manner.
- Consistently handle high call and walk-up volume with accuracy and grace, while prioritizing tasks to maximize efficiency.
- Follow proper sales procedures, using common language and marketing messaging for the venue and for each performance.
- De-escalate patron issues when applicable, maintaining a calm and helpful demeanor. Escalate calls for conflict resolution to the Box Office Manager or Director of Operations when necessary.
- Assist in Front of House (FOH) preparation and additional projects as assigned.
- Assist FOH staff to resolve patron issues on show days as needed.
- Document customer service interactions in the appropriate systems.

NECESSARY SKILLS:

- Basic spreadsheet knowledge
- Basic database and technical knowledge
- Strong customer service experience
- Creative problem solving
- Ability to work autonomously with a high volume of interactions
- Ability to work nights and weekends
- Light lifting of objects up to 10 lbs

HOW TO APPLY:

Please submit a cover letter and resume to Katrina L'Esperance, Box Office Manager, at kfisher@grotonhill.org
Submissions without a cover letter and salary requirements will not be considered.

ABOUT GROTON HILL MUSIC CENTER

Now in its 38th year, Groton Hill Music is a thriving regional non-profit center for music education, performance, and community engagement. One of only a few organizations in the U.S. that combines a music school, professional symphony orchestra, diverse concert series featuring high-quality touring artists, and high- impact music philanthropy, Groton Hill Music currently serves thousands of music lovers in our region and beyond. We believe that music inspires both our hearts and minds, encourages the growth of the whole person, and is integral to the lives of everyone we serve. Our mission is to share the transformative power of music, through teaching and performing, and giving music generously when there is need.

Groton Hill Music Center features a 1,000-seat concert hall; a 300-seat concert hall; associated amenities; 35 rehearsal, teaching, ensemble, and community spaces; state-of-the-art acoustics; dynamic architecture; and lawn seating for outdoor concerts. We are a regional gathering place for the highest quality music education programs and professional performances in all genres of music.

Groton Hill Music does not discriminate on the basis of race, color, religion, gender, gender identification, sexual orientation, national origin, citizenship, ancestry, age, mental or physical disability, veteran status, or any other category protected under applicable law in its admissions, educational programs, activities, or employment policies.