



ALLENTOWN SYMPHONY ASSOCIATION

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 (ESLV), 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. As the operator of Miller Symphony Hall, the ASA also presents several non-orchestra events including the Jazz Upstairs Series, Metropolitan Opera: Live in HD broadcasts, Live OnStage, and a variety of other concerts.

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.

The tasks associated with this position include (but are not limited to):

BOX OFFICE ASSOCIATE

Ticketing Systems:

- Accurately operate PatronManager (Salesforce) to sell tickets for events and process ticket orders placed via mail, telephone, online, and in person.
- Ability to upsell new shows and events to patrons.
- Provide detailed and timely information to patrons regarding upcoming shows and events.
- Ability to effectively present information and respond to questions from performers, managers, clients, customers, and the public.
- Maintain quality data with standardization procedures for contact records and information.
- Perform all other duties as assigned by the Box Office Manager and the Director of Marketing.

Customer Service:

- Provide superior customer service to all patrons of Miller Symphony Hall and the Allentown Symphony Association.
- Must possess excellent organizational and customer service skills.
- Must possess interpersonal skills to provide excellent customer service to our patrons.
- Ability to be a team player.
- Ability to work accurately with attention to detail.
- Works independently, as well as in a team environment.



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Required Skills:

- Applicant must possess a 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 communicate well both verbally and in writing.
- Responsible for cash management.
- Ability to operate a credit card machine.
- Ability to work on a computer for extended periods of time

Preferred Skills:

- Knowledge of Miller Symphony Hall events and programming, including classical music.
- Knowledge of PatronManager or other ticketing systems/CRMs.
- Knowledge of Microsoft office (Outlook, Word, Excel).

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 role.

Please submit a resume and cover letter to Giovanni Marini, Box Office Manager/Database Administrator at gmarini@allentownsymphony.org

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

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.