



Box Office Associate (Seasonal, April – June)

The Princeton Symphony Orchestra (PSO), widely regarded as one of New Jersey's finest arts organizations, is a highly successful, professional, per-service orchestra. The PSO presents a six-program classical series at Richardson Auditorium in Princeton as well as pops, holiday, and education concerts, a chamber music series, lectures and events for the community, and robust education programs reaching over 10,000 students annually. The PSO values its partnership with the Youth Orchestra of Central New Jersey (YOCJ). Each June, the PSO presents the Princeton Festival, a multi-genre performing arts festival.

JOB TITLE

Box Office Associate (Seasonal, April – June)

POSITION

The Box Office Associate's role is to focus on providing exemplary customer service to all patrons of the PSO by selling individual tickets, subscriptions, and performing customer assistance both over the phone and in person. This is a part-time, temporary position whose primary purpose is to operate the box office during the Princeton Festival in June 2024 plus a paid training period April-May 2024. This position reports to the Box Office Manager.

ESSENTIAL JOB FUNCTIONS

- Sell tickets and season subscriptions in person at the box office and over the phone.
- Assist customers with purchase decisions.
- Provide customer service to patrons with ticketing issues, including lost, stolen, or damaged tickets.
- Answer box office telephone and respond to customer questions regarding events and ticket operations, and assist patrons in finding seat locations on seating diagrams.
- Be well-versed in all PSO offerings including discounts, promotions, ADA services, and ticket packages/subscriptions.
- Maintain knowledge of performance venues including parking, directions, and accessibility.
- Operate Patron Manager ticketing system.
- Stay current on events scheduled for the Festival and other PSO programs.
- Collect complete and accurate data from customers.
- Assist with day-of show walk-up sales and will call distribution.

QUALIFICATIONS

- Applicants must be 18 or older, graduated from high school, and authorized to work in the US.
- Customer service experience, preferably in the ticketing, entertainment, non-profit arts or hospitality industries.
- Superb organizational skills, attention to detail, and the ability to plan, prioritize, and handle multiple deadlines.
- Impeccable professionalism and excellent interpersonal skills to work with a variety of constituents from an array of lived experiences.

- High standards of integrity, credibility, and reliability, including the ability to keep confidential information secure and private.
- Excellent time management skills including commitment to attendance and punctuality.
- Works well independently and in a group setting, a true team player.
- Strong written and verbal skills.
- Knowledge of basic cash handling procedures and fiscal responsibility.
- Must have a valid driver's license and a reliable form of transportation.
- Ability to work a flexible schedule including days, evenings and weekends.

COMPENSATION

This is a part-time, temporary position for the Princeton Festival in June 2024 with a paid training period March-May 2024.

Training Period: This position must be available to work in the PSO office during the week, as well as concert days for the 2024 Spring Season. Pay: \$18/hour

Required Hours:

- 8 hours per week for approximately 6 weeks
 - Office Hours are Monday-Friday, 9 am – 5 pm
- Concert dates:
 - Saturday, May 11, 2024: 3 pm – 11 pm
 - Sunday, May 12, 2024: 11 am – 7 pm

During the Princeton Festival: The Princeton Festival takes place June 7-22, 2024. This position must be available to work six days a week, minimum 6 hours per day during those dates. Total hours will be approximately 40 hours/week. Pay: \$18/hour

Shifts will occur within the following hours:

- Office Coverage Every Day: 9 am – 5 pm
- Event Coverage Mondays - Saturdays: 3 pm – 9 pm
- Event Coverage Sundays: 12 pm – 6 pm

HOW TO APPLY

Submit a resume and cover letter to employment@princetonsymphony.org with "Box Office Associate" in the subject line. **Applications will be reviewed beginning February 26th, and will continue until all positions are filled.**

The PSO reserves the right to run background checks before and during time of employment. All applications will be treated as confidential. Electronic submissions only – no phone calls. If you require any assistance or accommodations during the interview process, please include this information when submitting your application.



The Princeton Symphony Orchestra (PSO) is deeply committed to a thoughtful, honest, and ongoing self-examination of how we are applying principles of equity, diversity, and inclusion (EDI) and antiracism within our organization. Individuals who bring diverse backgrounds and perspectives are encouraged to apply. It is our policy to provide equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, status as a qualified individual with a disability, or any other characteristics protected by federal, state, or local law.