

**Rogue Valley Symphony
Box Office Assistant
Seasonal (Sept-May), 10+ hrs/week on average**

We are seeking an organized individual to assist the Patron Services Manager processing ticket sales and providing customer service to our patrons both in our Ashland office and at Rogue Valley Symphony (RVS) performances.

Compensation:

\$17.00/hr, plus mileage reimbursement for work-related activities. This position is part-time and has no benefits attached.

What You'll Do:

- Process subscription and single ticket sales during concert weeks (Sept-May) and season renewal (Feb-May) using our ticketing system, AudienceView Professional. Training will be provided.
- Provide on-site Box Office support to the Patron Services Manager at our venues, including processing Will Call tickets, performance-day ticket sales, and customer service at all RVS performances.
- Provide customer support via phone at our Ashland-based offices throughout the symphony season (Sept-May).

What We're Looking For:

- A patient, understanding person with the ability to converse with people in-person and over the phone.
- A working understanding of general principles of customer service. Applicants with previous customer service experience will be prioritized.
- Ability to successfully navigate difficult and stressful situations with ease. Adaptability and problem solving skills are a must.
- Good working knowledge of Windows OS and Google Drive. Ticketing systems experience is a plus.
- Ability to work effectively and cooperatively with other staff members.
- Excellent oral and written communication skills.
- Ability to manage and prioritize several tasks efficiently while meeting deadlines.
- A genuine interest and enthusiasm for the mission of the Rogue Valley Symphony, classical music, and/or helping others.

Office Location & Venues: Our primary office is located at 33 N First St, Suite 1, Ashland, OR 97520. We also have three performing spaces: The SOU Music Recital Hall in Ashland, The Craterian Theater in Medford, and the Grants Pass Performing Arts Center in Grants Pass.

To Apply: Please submit a cover letter highlighting your previous applicable experience and accomplishments, a résumé and three professional references preferably by email

to tickets@rvsymphony.org or bring or mail to 33 N. First Street, Suite 1, Ashland, Oregon 97520.

All application materials must be received by May 15, 2022. Qualified applicants will be contacted and scheduled for an interview.