



Assistant Box Office Manager
Seasonal: April 2023 to mid-September 2023

Assist Box Office Manager in all aspects of box office operations for our live concert venue located in Cohasset, MA. Candidate must always maintain a high level of customer service and be able to handle customer service issues or complaints in a fair, professional, and courteous manner.

Responsibilities include, but are not limited to:

Reports to the South Shore Music Circus Box Office Manager

- Managing all box office daily operations including selling tickets
- Opens and closes box office daily; hours are 9 am – 5 pm.
- Prepare daily sales reports and cash management reports
- Prepare event settlement report
- Answer incoming calls and return calls left on the box office voicemail
- Sell tickets, club memberships, gift cards by phone and at window
- Print tickets, club membership cards and issue/load gift cards
- Packaging and Mailing Orders
- Handle group sales
- Handle mutually agreed list/tickets
- Take care of artists ticket requests
- Maintain a high level of customer service at all times
- Works closely with House Manager on show days to ensure smooth seating of patrons
- May be asked to scan tickets at the gate from time to time
- Works closely with Marketing Department to assist/ensure that promotions are in place
- Proficient in Microsoft Word, Excel, and Outlook

Qualifications:

- Minimum of 1-2 years box office management/ticketing experience
- Must be a team player
- Must be available to work on all shows
- Customer service focus; committed to catering to the customer
- Highly effective interpersonal skills, problem-solving abilities, and leadership skills required
- Ability to create, analyze and interpret financial reports
- Ability to effectively present information to management and respond to complaints from customers
- Requires a varied schedule including show day evenings and weekends

Cape Cod Melody Tent, Hyannis, MA and South Shore Music Circus, Cohasset, MA are 2300 seat, all-age, seasonal, tented outdoor theaters. We have been presenting national touring live music, children's theater, and comedy performances continuously for over 70 years.

*** Please note that due to the nature of our business, all staff are required to be fully vaccinated.*

To Apply: Please fill out the application on our website:

<http://www.themusiccircus.org/contact/employment-opportunities/>