



## **Box Office Associate (Part-Time) Harrisburg Symphony Orchestra (HSO)**

The Harrisburg Symphony is seeking a self driven, organized, outgoing customer service oriented individual for a part-time position of **Box Office Associate**

### **About the HSO:**

Now in its 92<sup>nd</sup> season, the Harrisburg Symphony Orchestra is the Capital Region's professional orchestra, made up of seventy-five musicians from eleven states, led by Tony Award Winning Music Director Stuart Malina. A typical season includes seven pairs of Masterworks concerts, five pairs of Capital BlueCross Pops Series concerts, two Young Person's Concerts for school age children, and free outdoor concerts in several communities over the July 4th weekend. In addition, the Symphony season includes several educational activities, including in-school performances and master classes featuring Harrisburg Symphony musicians. Since 1931, the HSO has made its home at The Forum Auditorium.

### **The Position:**

The Box Office Associate is responsible for day-to-day operations of the box office and takes ultimate responsibility for satisfactory customer service experiences.

The ideal candidate will have working knowledge of ticketing and subscriptions systems, customer relationship management (CRM) programs and real-life experience in sales and/or customer service. S/he will be agile and creative in using technology to create an excellent experience for patrons. Ability to work nights and weekends is required. A knowledge of classical music, front-of-house theater practices, and basic non-profit practices are a plus.

- Part-time (\$18/hour, average 25 hours/week)
- On-site at the HSO office and performance hall
- Reports to: Director of Sales and Marketing

### **Duties and Responsibilities:**

1. Answer incoming calls on the ticket office phone line
2. Process ticket orders, subscription orders, ticket exchanges, and ticket donation requests in an efficient and timely manner
3. Assist in maintaining accurate financial and seating records
4. Identify and troubleshoot customer service issues to provide the fastest and most positive resolution for the customer
5. Enter customer feedback into patron database
6. Function as information and sales representative for all events related to the HSO
7. Provide helpful information to patrons, including suggestions for events, performances, price options, parking options, directions, access for patrons with disabilities, and any other service provided by the HSO

8. Assist with database maintenance, add accounts in database, and update and correct patron information
9. Make outgoing calls to patrons as needed
10. Provide pre-show customer service at all performances in the box office
11. Attend all performances, greeting guests and managing the box office, which includes working with front of house management to help reconcile onsite customer concerns
12. Guide patrons through their online interactions with the HSO website and ticketing software
13. Monitor all performance listings to ensure correct pricing, dates, times, and other pertinent information
14. Ensure the fulfillment of house seats, comps, and trade requests
15. Consult with the management to maintain the highest standards of customer service
16. Assist with subscription renewal process
17. Assist with mailings as required
18. Assist with social media and website updates as required
19. Execute other duties as assigned by management

**Apply via email** with cover letter, résumé, and three references by August 15, to Gloria Giambalvo, Director of Sales and Marketing, [gloria@harrisburgsymphony.org](mailto:gloria@harrisburgsymphony.org).  
No phone calls.

*The Harrisburg Symphony Association does not discriminate on the basis of race, color, religion, gender, sexual orientation, age, national origin, marital status, political affiliation, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor. The HSA does not tolerate discrimination or harassment based on any of these characteristics.*