



## Colorado Chautauqua Association

### POSITION DESCRIPTION

March 2023

### Seasonal Box Office Staff

#### Association Mission and Values

The Colorado Chautauqua Association (CCA) is a 501(c)3 Colorado non-profit corporation dedicated to preserving, perpetuating, and improving the site and spirit of the historic Chautauqua by enhancing its community and values through cultural, educational, social, and recreational experiences. The chautauqua experience is based on lifelong learning, love of nature, voluntary simplicity, and music, oration, and the arts. Historic significance, traditions, cultural relevance, respite, and enrichment are among the community benefits provided by the Colorado Chautauqua.

#### General Description

Box Office Staff is a seasonal (mid-April thru early October), part-time, non-exempt, non-benefited position, responsible for carrying out box-office activities such as ticket sales, phone inquiries, and night-of-show customer service in an often-fast paced environment. Evening and weekend work is required in meeting position responsibilities. For emergency and inclement weather reporting purposes this position is non-essential.

#### Duties and Responsibilities

- Accurately handle cash, credit card, and check transactions to sell tickets in conjunction with computer-based, online system.
- Provide excellent customer service to Chautauqua and Colorado Music Festival patrons.
- Effectively problem solve when issues or challenges arise in a positive manner.
- Handle customer inquiries and ticket orders by phone and in person at ticket kiosk while dealing with heavy volumes of phone calls, email inquiry responses, and long lines at times.
- Reconcile all daily cash transactions and credit card receipts and securely deposit into safe at the end of each shift.
- Be knowledgeable and field questions about the Colorado Chautauqua Association and Colorado Music Festival including history, programming, shuttle services, other Chautauqua departments and the Dining Hall.

#### Requirements/Qualifications

- Minimum 2 plus years' experience in box office ticketing, events, or customer service. Box office experience preferred.
- Cash/credit card handling experience, experience in ticketing system, a plus.
- Ability to function efficiently and amiably in a fast paced, complex, and demanding customer service environment.
- Possess legible handwriting, excellent phone skills, and flawless attention to detail.
- Available to work flexible schedule throughout the entire concert season from mid-April through early October.
- Willingness to work nights, weekends, and split shifts throughout the summer.
- Familiarity with MS Word, Excel, and Outlook.
- Ability to work in open workspace environment.

#### **Helpful skills, but not required.**

- Appreciation for popular and classical music, film, and historic preservation.
- Strong word processing skills.
- Experience working in a computerized ticketing system.

#### **Behavioral Traits and Attitudes**

- Excellent written and oral communication skills
- Strong interpersonal skills, including the ability to listen well.
- High energy team player with a positive, can-do attitude.
- Comfortable with a fast-moving, dynamic environment; flexible and able to accommodate changes in organization's needs.
- Self-motivated and able to work independently.
- Desire and ability to learn quickly.

#### **Reporting Relationships**

Reports to Box Office Manager and/or Manager on Duty (MOD)

#### **Educational Requirements**

High school diploma or equivalent

#### **Physical Requirements**

Duties require lifting, pushing / pulling, and /or carrying of objects weighing up to 30 pounds. Must be able to climb stairs, as well as navigate the site which has a 200-foot elevation change.

#### **Additional Qualifications**

Every employee at the Colorado Chautauqua Association is expected to be a creative problem solver as well as possess a strong and positive attitude regarding hospitality and customer service, striving to provide a high-quality guest experience through every action taken.

*Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.*