

## **BOX OFFICE SUPERVISOR**

### **OVERVIEW**

The Box Office Supervisor is part of a team of staff members that have a variety of customer service functions for the Fisher Center audience members. They provide day-to-day contact, interaction, and problem resolution to ticket buyers and donors.

The Box Office Supervisor reports to the Audience & Member Services (AMS) Manager and will work closely with other AMS team members in addition to others in the development, producing, and FOH teams.

This is a part-time, non-exempt position. You must be available to work from June 13 to August 13 for SummerScape. This role is paid hourly at a rate of \$17/hr. Hours will average 16–20 hours/week, with additional hours for performances during nights and weekends.

**While many duties may be performed remotely, this position will require some on-site presence at the Fisher Center.**

### **RESPONSIBILITIES**

- Representatives work in the Box Office and are responsible for performing friendly and efficient transactions with our patrons.
  - Maintain a high level of proficiency with box office policies and procedures as well as our software
  - Fulfill various daily and weekly administrative functions as necessary, including mailing ticket orders, answering customer emails and voicemail, managing internal ticket requests from various departments, and supply management
  - Fulfill Box Office functions as assigned including phone and walkup transactions, ticket mailings and timely customer service response.
  - Supervisory duties during performances include: Overseeing show staff
    - Handling cash box
    - Post-show reports
    - Troubleshooting technological issues
  - Must be available to work nights and weekends

#### Company-Wide Responsibilities:

- The Fisher Center is currently undergoing an organization-wide process of change toward becoming an anti-racist, multicultural institution. All on staff are expected to:
  - Commit to anti-racism and inclusivity at the Fisher Center. This includes participating in any trainings when scheduled, supporting departmental, company-wide, and cross-departmental collaboration in issues of diversity, equity, and inclusion, and furthering your own independent journey with anti-racism

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- Contribute in meaningful ways to the organizational culture

## **REQUIRED QUALIFICATIONS**

### **EXPERIENCE**

- 1–2 years of professional experience or completion of Bachelor's Degree
- Experience in a box office and/or customer service industry is preferred

### **KNOWLEDGE, SKILLS, ABILITIES**

- A welcoming demeanor and positive attitude are a must. AMS team members are often the first person that audiences and donors will interact and engage with.
- Eagerness to speak about programming, Bard College, and the performing arts with a wide range of audience members
- The ideal candidate will be flexible and have an all-hands-on-deck attitude.
- Excellent organization skills, communication skills, and superior attention to detail.
- Must be able to work closely with other team members and be comfortable working in a fast-paced environment and solving problems quickly..
- Proficiency with Google Suite (Sheets, Docs, shared Drives) and Microsoft Office (specifically, Word and Excel).

## **PREFERRED QUALIFICATIONS**

- Tech-savvy and able to pick up database skills quickly; experience working in Tessitura or other CRM (customer relationship management) database. We will provide training.

## **WORKING CONDITIONS**

- Must be available for evenings and weekends

## **LOCATION**

Bard's beautiful 1,000-acre campus is situated on the east bank of the Hudson River, in Annandale-on-Hudson, New York. Community life is defined by numerous cultural and recreational opportunities in the surrounding historic Hudson River Valley and by proximity to New York City. Nearby towns and villages include Rhinebeck, Tivoli, and Red Hook, New York.

## **TO APPLY**

Complete the application form here: <https://formfaca.de/sm/OvHOX3bYj>.

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Applications for this position will be reviewed on a rolling basis until the position is filled.

For any questions or issues with the application form, please contact [fcjobs@bard.edu](mailto:fcjobs@bard.edu).

*Bard College is an equal opportunity employer and we welcome applications from those who contribute to our diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, mental, or physical disability, age, sexual orientation, gender identity, national origin, familial status, veteran status, or genetic information. Bard is committed to providing access, equal opportunity, and reasonable accommodation for all individuals in employment practices, services, programs, and activities.*

## **ABOUT THE FISHER CENTER**

The Fisher Center develops, produces, and presents performing arts across disciplines through new productions and context-rich programs that challenge and inspire. As a premier professional performing arts center and a hub for research and education, the Fisher Center supports artists, students, and audiences in the development and examination of artistic ideas, offering perspectives from the past and present, as well as visions of the future. The Fisher Center demonstrates Bard's commitment to the performing arts as a cultural and educational necessity. Home is the Fisher Center for the Performing Arts, designed by Frank Gehry and located on the campus of Bard College in New York's Hudson Valley. The Fisher Center offers outstanding programs to many communities, including the students and faculty of Bard College, and audiences in the Hudson Valley, New York City, across the country, and around the world. Building on a 163-year history as a competitive and innovative undergraduate institution, Bard is committed to enriching culture, public life, and democratic discourse by training tomorrow's thought leaders.

Learn more about the Fisher Center, its programs, and its values at [fishercenter.bard.edu/about](https://fishercenter.bard.edu/about).

## **ABOUT BARD COLLEGE**

Founded in 1860, Bard College is a four-year residential college of the liberal arts and sciences located 90 miles north of New York City. With the addition of the Montgomery Place estate, Bard's campus consists of nearly 1000 park-like acres in the Hudson River Valley. It offers bachelor of arts, bachelor of science, and bachelor of music degrees, with majors in nearly 40 academic programs; graduate degrees in 11 programs; nine early colleges; and numerous dual-degree programs nationally and internationally. Building on its 163-year history as a competitive and innovative undergraduate institution, Bard College has expanded its mission as a private institution acting in the public interest across the country and around the world to meet broader student needs and increase access to liberal education. The undergraduate program at our main campus in upstate New York has a reputation for scholarly excellence, a focus on the arts, and civic engagement. Bard is committed to enriching culture, public life, and democratic discourse by training tomorrow's thought leaders. For more information about Bard College, visit [bard.edu](https://bard.edu).