

BOX OFFICE REPRESENTATIVE

OVERVIEW

Over eight weeks this summer (June–August), Bard SummerScape, a multi-arts festival presented by the Fisher Center at Bard, returns with a full season of dance, theater, opera, music, and the beloved Spiegeltent at Bard's idyllic 1,000-acre campus and its Frank Gehry-designed performing arts center.

The Box Office Representative is part of a team of staff members with various 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 Representative 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.

While prior box office or customer service experience is helpful, we are accepting applications from entry-level candidates, including current or recently-graduated students who are eager team players and are willing to receive training on specific tasks.

This is a seasonal position from **early June to late August 2023**, with a possibility of extension, non-exempt (overtime-eligible), paid **hourly at \$14.20/hr**. This role is part-time, approximately 15–25 hours per week.

This position requires on-site work; campus housing may be provided free of charge if needed.

RESPONSIBILITIES

- Representatives work in the Box Office and are responsible for performing friendly and efficient transactions with our patrons.
 - Maintain familiarity with Box Office and Membership policies and procedures
 - Master ticketing and donation functions in Tessitura
 - Fulfill Box Office functions as assigned, including phone, on-site box office needs, and virtual performance tech support
 - Must be available to work nights and weekends June 23 – August 14

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
 - Contribute in meaningful ways to the organizational culture

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REQUIRED QUALIFICATIONS

EXPERIENCE

- This is an entry-level position

KNOWLEDGE, SKILLS, ABILITIES

- A welcoming demeanor and positive attitude are a must. AMS team members are often the first people with whom audiences and donors will interact and engage.
- 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 (Word and Excel).

PREFERRED QUALIFICATIONS

- Experience working in Tessitura or any similar database or point-of-sale system.
- Prior customer service or database experience

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/79L_PnqPT.

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.

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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.

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.