



Job Title: Box Office Staff

General Description: Box Office staff will assist with managing all aspects of box office operations for a busy summer concert venue in MA. You will connect with patrons professionally and enthusiastically to complete sales, address questions, and resolve issues through multiple channels including in person, by phone, and email.

Duties/Responsibilities:

- Maintain the Box Office environment as a respectful, enthusiastic, positive and friendly workplace.
- Familiarize and develop a working knowledge of the venue, vicinity and Box Office specifications
- Accurately answer questions in person or by phone and processes customer requests regarding tickets, gift cards, memberships, and special items like wheelchair and listening devices
- Efficiently handles cash and credit payments for processing
- Responds appropriately to customer questions relating to artist, venue, and event information
- Assists and aids the scanning team by verifying and scanning all tickets for entry to record accurate attendance information

Qualifications:

- Attention to detail and organizational skills
- Ability to work cooperatively and effectively with a wide variety of people including management and peers
- Ability to address and handle customer concerns courteously and respectfully
- Reliable, responsible, and dependable

Physical Demands/ Working Environment:

- Must be available for "ALL" show dates in Season, from April – Labor Day, during Box Office hours
- Ability to work outside in varying temperatures, fast-paced environment and often loud
- Reliable transportation to and from work

Cape Cod Melody Tent in Hyannis, MA and the South Shore Music Circus in Cohasset, MA, are sister venues, each with a 2300 seating capacity for all-ages. Our venues are seasonal and are tented outdoor theaters. We have been presenting national touring live music, children's theater, and comedy performances continuously for over 69 years.

Apply online at <http://www.melodytent.org/contact/employment-opportunities/>

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