



Colorado Chautauqua Association
POSITION DESCRIPTION
April 2021

Seasonal Assistant Box Office Manager

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 Purpose/Description

The Assistant Box Office Manager (ABOM) is a full-time (32-40 flex hours), non-benefited, non-exempt, seasonal position responsible for various day shift and night of show box office responsibilities for the Colorado Chautauqua Association (CCA) and Colorado Music Festival (CMF). The Assistant Box Office Manager will act as Manager on Duty when Box Office Manager (BOM) is not present. 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

Box Office Operations

- Assist BOM in producing extensive daily, weekly and monthly reports that reconcile to CCA's ticketing and accounting systems.
- Assist BOM in building reports related to the Box Office operations for Marketing.
- Assist BOM in the maintenance and proofing of all event builds within ticketing software.
- Along with BOM, responsible for Colorado Music Festival subscription renewals.
- Responsible for the accuracy of all Box Office cash, check and credit card transactions including but not limited to ticket sales, refunds, exchanges and releases.
- Ensure all equipment, hardware and software is functioning properly and report any needed repairs or issues to supervisor.
- Communicate all event and departmental details to Pub staff.

- Responsible for building select events in AudienceView.
- Assists in training box office seasonal staff on box office procedures and AudienceView capabilities.
- Responsible for the opening and closing procedures of the box office

Customer Service

- Provide excellent customer service to Chautauqua and Colorado Music Festival patrons over email, phone or in person communication.
- Effectively problem solve when issues or challenges arise in a positive manner.
- Be knowledgeable and field questions about the Colorado Chautauqua Association and Colorado Music Festival including but not limited to history, programming, shuttle services, other Colorado Chautauqua Association departments, Chautauqua Dining Hall information and Open Space Mountain Park information.
- Communicate with concert promoters, artist managers, record labels, and other organizations or event personnel to fulfill box office needs.
- Uphold all Box Office policy and procedure even in difficult situations.

Staff Management

- Supervise Box Office staff when acting as Manager on Duty.
- Create a professional team atmosphere within Box Office staff.
- Lead and act as positive role model for Box Office staff.

Reporting Relationships

Reports to Box Office Manager

Supervises: Box Office Staff when Manager on Duty

Collaborates with: Marketing Coordinator, Box Office Supervisor

Knowledge / Skills / Experience

- Minimum 2+years previous experience in box office, ticketing, events, or customer service supervisory experience required.
- Ability to function efficiently and amiably in a fast paced, complex and demanding customer service environment.
- Possess excellent communication and interpersonal skills.
- Possession of strong service, support and detail orientation.
- Strong Microsoft Office skills.
- Experience using AudienceView ticketing software a plus.
- Development/membership database management experience helpful.
- Available to work a flexible schedule, and long hours in CCA's concert season from May through September.
- Willingness to work nights, weekends, and split shifts throughout the year.
- Ability to work in an open workspace environment.

Behavioral Traits and Attitudes

- Excellent written and oral communication skills with strong attention to detail.
- Strong interpersonal skills, including the ability to listen well.
- Strong decision-making skills.
- Works effectively with team members.
- High energy team player with a positive, can-do attitude.
- Comfortable with a fast-moving, dynamic environment.
- Desire and ability to learn quickly.
- Appreciation for popular and classical music, film, and historic preservation.

Physical Requirements

Duties require lifting, pushing / pulling, and /or carrying of objects weighing up to 30 pounds. Must be able to climb stairs, ladders 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 qualification associated with the job.