
MONTEREY SYMPHONY

JOB TITLE: Box Office Coordinator and Administrative Assistant
EXEMPT: No
REPORTS TO: Director of Operations
COMPENSATION: \$20-22/HOUR, includes Health, Dental, and Vision Insurance, 403(b) retirement plan
Apply to: search@montereysymphony.org with resume and cover letter

SUMMARY: Under general direction of the Director of Operations, the Box Office Coordinator and Administrative Assistant is responsible for all concert and event ticket sales of the orchestra and all purchasing related services to the audience. They provide administrative support to senior level staff and board, serve as the receptionist for the organization and perform other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following as well as other duties and responsibilities that may be assigned.

BOX OFFICE COORDINATION (*Approximately 40% of Time*)

- Manages the ticket vending/purchasing process for the orchestra using the box office ticketing system.
- Serves as box office manager on site at all concert events.
- Compiles and provides statistical reports on ticket sales.
- Maintains box office system financial reports.
- Secures relevant information from ticket buyers and donors at time of contact including but not limited to current addresses, phone numbers and email addresses.

GENERAL ADMINISTRATIVE (*Approximately 40% of Time*)

- Coordinates the activities of the office reception area including answering the phone, taking/forwarding messages/sorting/picking up/distributing and opening mail.
- Monitors office supplies and periodically solicits staff for supply needs.
- Prepares and delivers office mailings and monitoring postal supplies and accounts; prepares ticket mailings.
- Sends weekly acknowledgement letters to donors.
- Provides assistance to the Executive Director
- Provides support to Director of External Relations and Director of Operations, as needed
- Provides local support to the Librarian

BOARD SUPPORT (*Approximately 20% of Time*)

- Provides administrative assistance to the Board President and Executive Committee.

GENERAL JOB PERFORMANCE STANDARDS

KNOWLEDGE OF WORK

Working knowledge of the Symphony, mission, culture and office procedures and processes.

OFFICE ADMINISTRATION

Follows established procedures and processes in the completion of assigned responsibilities and tasks.

QUANTITY & QUALITY OF WORK

Ensures work and job assignments are completed timely and provides a high-quality level of work that reinforces the Symphony's image of exciting the people of our community through the performance and continual discovery of symphonic music.

TEAM ORIENTATION

Engages in professional, cooperative, supportive relationships with peers, superiors, employees and customers. Understands and supports the goals of the Monterey Symphony displaying willingness to share information, and receptiveness to coaching and feedback.

COMMUNICATIONS

Clearly communicates to others in the form of listening, clarifying, and preparing clear and concise office correspondence and reports.

INTERPERSONAL SKILLS

Displays positive demeanor toward others. Demonstrates appropriateness and timeliness of actions taken to respond to requests and inquiries creating high level of satisfaction.

PROBLEM SOLVING

Ability to identify and analyze problems and make objective decisions and/or recommendations in the resolution of problems or concerns. Understands when to escalate issues to others for their attention and/or direction.

ORGANIZING & PLANNING

Effectively prioritizes the daily work and is proficient at using tools and techniques to most effectively complete work on time and with quality results.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- High School diploma or equivalent combination of education and experience
- Experience working in an office responsible for answer phones, processing mail, preparing documents.
- Proficient keyboard skills necessary to compile letters, reports and office correspondence.

TIME MANAGEMENT:

- Ability to organize and prioritize multiple work assignments simultaneously and in accordance with changing deadlines and priorities.

CUSTOMER SERVICE:

- Ability to demonstrate responsiveness to the needs of customers, co-workers, managers and others.

DEPENDABILITY:

- Ability to perform work in a consistent and reliable manner. Includes the ability to maintain consistent attendance and arrive to work on time.

OTHER SKILLS AND ABILITIES

- Proficient in Google G-Suites; Microsoft Office, Excel and Power Point; Zoom Communications; typing and file management. Ticketing and donor management software is AudienceView and training will be made available.