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**Position/Title:** Box Office Representative, SummerStage, Central Park  
**Job Dates:** May - October 2019  
**Salary:** \$20/hr  
**Application Deadline:** April 5, 2019  
**Job type:** Seasonal, Part-time  
**Contact:** Send resume and cover letter to [ArtsJobs@CityParksFoundation.org](mailto:ArtsJobs@CityParksFoundation.org)  
**Applications submitted without a cover letter will not be considered.**

### **PROGRAM OVERVIEW**

City Parks Foundation (CPF) is the only independent, nonprofit organization whose mission is to offer programs in public parks throughout the five boroughs of New York City. We are dedicated to invigorating and transforming parks into dynamic, vibrant centers of urban life through sports, arts, community development, and education programs for all New Yorkers. Our programs and community building initiatives -- located in more than 400 parks, recreation centers, and public schools across the city -- reach 300,000 people each year. Our ethos is simple: we believe thriving parks mean thriving communities.

- We present the largest free, outdoor performing arts festival in NYC through SummerStage, presenting artists of the highest quality across multiple disciplines and genres, and marionette puppet theater in all five boroughs with our Swedish Cottage Marionette Theater and the roving PuppetMobile.
- Partnerships for Parks, a public-private program of City Parks Foundation and NYC Parks, supports and champions a growing network of leaders who care and advocate for the transformation of their neighborhood parks.
- We connect youngsters to nature in the urban environment with education programs that provide learning experiences through classroom and hands-on activities in parks, urban forests, coastal areas, gardens, and recreation centers.
- Free golf, tennis, track & field, soccer, and fitness programs bring high-quality instruction and equipment into areas where few organized athletic opportunities exist. We offer leveled training, year-round scholarship coaching, and special pro events.

### **POSITION SUMMARY**

Reporting to the Front of House Manager of SummerStage, Central Park, the the Box Office Representative's primary responsibility is to ensure the efficient operation of the SummerStage VIP/Guest/Press check-in and Box Office areas and provide high quality customer service. The Box Office representative must be personable, comfortable speaking to the public, organized and responsible. The ideal candidate must be comfortable working in an outdoor setting during day and evening hours.

### **RESPONSIBILITIES**

- Manage guest list for all events (Free, Ticketed and Managed Events)

- Sell tickets and troubleshoot orders for ticketed events.
- Ensure that VIP/Guest/Press check-in area is properly set up, has power and equipment needed for that day's event
- Ensure check-in area is stocked with adequate supplies of appropriate passes and wristbands
- Manage issues with patrons who are not on the list, need more credentials, make additions to the list per the Tour Manager/CPF needs.
- Help with any connectivity issues of scanners, sales, refunds, box office sales, technology issues
- Act as ambassador for the organization, answering questions for visitors about the Festival and CPF

### **QUALIFICATIONS**

- Minimum of one (1) year work with ticketing and/or guest list management
- Knowledge of ticketing software required; knowledge of Eventbrite and AXS a plus
- Working knowledge of Microsoft Office and Google Docs and Sheets
- Previous supervisory experience required
- Previous work experience in the performing arts helpful
- Ability to manage assigned special projects independently and to completion
- Excellent oral and written interpersonal and communication skills
- Extremely dependable punctual, detail-oriented and organized
- Ability and willingness to work in a fast-paced environment
- Ability and willingness to work outdoors, and in all types of weather
- Ability and willingness to work evening and weekend hours
- Ability and willingness to perform light lifting (up to 15 pounds) as needed
- Demonstrate good judgement and a professional demeanor

### **WORKING FOR CITY PARKS FOUNDATION**

Thank you for your interest in City Parks Foundation, an equal opportunity employer, as well as a collegial, mission-focused organization that values its employees and encourages professional growth and advancement.

**Contact:** Interested parties should email resume and cover letter to: [ArtsJobs@CityParksFoundation.org](mailto:ArtsJobs@CityParksFoundation.org). Put "Box Office Representative" in subject header. Please also let us know how you found out about this position.

Applications without cover letters will not be considered. Only potential candidates will be contacted. No calls, please.