
Position/Title:	Box Office Representative, SummerStage, Central Park
Application Deadline:	May 10, 2021
Job Dates:	May - October 2021
Job Type:	Seasonal, Part-time
Salary:	\$20/hr
Contact:	Submit resume and cover letter to artsjobs@cityparksfoundation.org

PROGRAM OVERVIEW

At City Parks Foundation (CPF), we are dedicated to invigorating and transforming New York City parks into dynamic, vibrant centers of urban life through sports, arts, community building, and education programs for all New Yorkers. Our programs -- located in more than 400 parks, recreation centers, and public schools across New York City -- reach 300,000 people each year.

- CityParks Shows brings hundreds of live music, dance and theater performances to communities throughout New York City's five boroughs. The SummerStage festival presents over 100 free performances and benefit concerts each year in 16 parks throughout the city, ranging from American pop, Latin and world music to dance, spoken word and theater. The Swedish Cottage Marionette Theatre, home to one of the last public marionette companies in the US, presents modern takes on classic fairy tales, and the traveling PuppetMobile presents family-friendly puppet shows and workshops outdoors around the city, free of charge.
- Partnership for Parks is a unique public-private partnership between CPF and NYC Parks that supports and champions neighborhood volunteers by giving them the tools they need to advocate and care for their neighborhood parks and green spaces.
- CityParks Learn environmental education programs help students experience the fun of science, while learning about their relationship to the natural world and the ways in which they can protect our natural environment. We provide environmental science programs for elementary, middle and high school students throughout New York City, serving nearly 3,000 kids through school-day, afterschool and summer programming, as well as credit-bearing training and paid internships for teenagers.
- CityParks Play activates New York's neighborhood parks with free sports programs for kids, including tennis, soccer, golf, track & field, and multi sport instruction, as well as fitness classes for seniors. We help New Yorkers stay active and healthy, discover new sports, and make new friends.

Our ethos is simple: *we believe thriving parks mean thriving communities.*

POSITION SUMMARY

Reporting to the Front of House Manager of SummerStage, Central Park, 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

Box Office Representative responsibilities include, but are not limited to:

- Manage guest list for all events (Free and Ticketed Events)
- Maintain a high level of customer service, instructing patrons where to find their sections and what amenities are included
- 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
- Scan tickets at the entrances
- 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 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

CONTACT

Interested parties should submit cover letter and resume online at: artsjobs@cityparksfoundation.org. Please include information on where you heard about this position. Applications without cover letters will not be considered.

Thank you for your interest in City Parks Foundation, an equal opportunity employer. Only potential candidates will be contacted. No calls, please.

City Parks Foundation is committed to ensuring the safety of the staff, audiences and communities we serve. City Parks Foundation is in compliance with all state and city Covid-19 guidelines.