



## **JOB DESCRIPTION**

Position: Performance Box Office Representative

Department: Sales + Patron Services

Reports to: Manager of Ticketing Operations

Status Part-time Employee

## **ABOUT LOUISVILLE BALLET**

Louisville Ballet, led by Artistic Director Robert Curran and Executive Director Philip Koester, is an evolved, but accessible artistic organization that boldly and beautifully communicates stories both classic and new. We exist to move, to evoke emotion, to provoke thought, and to challenge perceptions. We are artists, athletes, and activists. We are inventors and inspirers. Currently preparing for our 2022/2023 Season of Transcendence, we have been one of the nation's leading ballet companies since 1952. As the official State Ballet of Kentucky, we have hosted some of ballet's biggest names including Mikhail Baryshnikov, Twyla Tharp, and Wendy Whelan, performed for tens of thousands of people, and reach over 20,000 school children throughout the Commonwealth with educational programs annually.

## **MISSION**

Louisville Ballet makes moving art that respects tradition, encourages innovation, and fosters life-long learning. We inspire connection, conversation and a profound sense of community, by striving for bold collaborations, by nurturing the next generation of artists, by celebrating diversity, and by creating access for all.

## **CORE VALUES**

Be creative. Be collaborative. Be disciplined.

## **STATEMENT ON DIVERSITY, EQUITY, AND INCLUSION**

Louisville Ballet is fully committed to fostering the principles of diversity, equity, and inclusion. Louisville Ballet's commitment to diversity, equity, and inclusion encompasses every aspect of our programming and services. Louisville Ballet embraces all groups, communities, and individuals regardless of race, ethnicity, national origin, gender identity, sexual orientation, socio-economic status, religion, age, or disability status.

## **POSITION PURPOSE**

Louisville Ballet seeks a skilled Box Office Representative to assist in ticketing services at performances. The candidate will have 2+ years of experience in ticketing and/or customer service, outstanding communication and customer services skills. This position is responsible for the accurate processing, handling, distribution, and documentation of all ticket sales, subscriptions, patron concerns and reports through the Tessitura CRM software.

## **PRIMARY RESPONSIBILITIES**

Box Office Processes and Reporting Requirements

- Executes ticketing processes via Tessitura
- Customer service at performances (evenings/weekends)
- Processes internal ticket requests
- Responsible for the accurate accounting of all daily receipts

**PROFESSIONAL REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The 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.

The Performance Box Office Representative must possess:

- College degree or combination of commensurate experience and education
- Proven sales experience and cash handling and/or accounting experience
- Excellent communications skills, including written and spoken communications
- Demonstrated fiscal responsibility
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Appreciation for the performing arts and their value to individuals and the community
- Familiarity with customer relations management software, Tessitura preferred
- Proficiency with Microsoft Office Suite and Google Workspace

**COMPENSATION + BENEFITS**

- Box Office Representatives are Part-Time Hourly Employees paid at the rate of \$15/hour. Number of hours and schedule vary weekly.
- Benefits for part-time employees of Louisville Ballet include four (4) complimentary tickets to all LB mainstage productions and 50% discount on further tickets, and free tuition to The Louisville Ballet School for your own study, plus a 50% discount for up to two (2) immediate family members

**TO APPLY**

Please send a letter of interest and resume to [boxoffice@louisvilleballet.org](mailto:boxoffice@louisvilleballet.org).