

The John G. Shedd Institute for the Arts

OFAM at The Shedd
868 High Street
PO Box 1497, Eugene, OR
800-248-1615
www.ofam.org
www.theshedd.org

Job Posting: TICKET OFFICE ASSISTANT

POSITION TITLE: Ticket Office Assistant
COMPENSATION: \$10.50 per hour entry; salary track; major medical after 60 days
REPORTS TO: Ticketing Office Manager
HOURS: Full time Mon-Friday 9 AM – 6:00 PM, regular hours with flexibility to work evenings, weekends & holidays

The John G. Shedd Institute for the Arts is a non-profit performing arts company, educational institute, and venue manager that serves Oregon with year-round professional performances, educational programs, and venue rental for non-profit organizations. The Shedd Institute's mission is to "promote a deeper understanding of and appreciation for America's many rich and vital musical traditions and to engender in the members of our community a desire to participate actively in the preservation and cultivation of those traditions."

RESPONSIBILITIES: Assistance for the Ticketing Office in the following areas:

- **Ticketing:** Filling of ticket orders to Shedd concerts, meals and events over the phone and in person. Processing ticket orders and keeping detailed accounts of ticket sales and records.
- **On-Site Concert Ticket Sales:** Covering concert will call and walk-up ticket sales, including concert settlement reporting.
- **Administrative:** General offices tasks including answering phones. Other tasks assigned by the Ticket Office Manager.
- **Poster distribution:** Management of The Shedd's poster distribution process.
- **Web Calendar maintenance:** keep community calendars (Eugene A-Go-Go, Register-Guard Go!, Travel Lance County, KLCC calendar, etc.) updated with Shedd event information.

QUALIFICATIONS and ATTRIBUTES:

- The ability to work a flexible schedule, including nights and weekends.
- Strong customer service skills. The ability to remain friendly, professional, and courteous under pressure.
- Attention to detail and an ability to work collaboratively as part of a complex team.
- Strong organizational skills. The ability to work on short- and long-term projects simultaneously.
- Ability to work within established guidelines and systems.
- Cash handling and math skills
- Microsoft Office, Windows & general computer skills.
- High School Diploma or G.E.D. required; Bachelor's degree preferred.

APPLICATION PROCEDURE:

- 1) Submit resume with the addresses and phone numbers of at least 3 references familiar with applicant's qualifications.
- 2) Submit letter of application indicating interest in the position and the extent of experience in the above areas of responsibility.
- 3) No phone calls please. **Phone calls will not be accepted.**

SUBMIT APPLICATION TO:

Hillary Kinnish, Ticket Office Manager
The Shedd Institute
PO Box 1497, Eugene OR 97440-1497