

# 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:** \$10.75 per hour entry; salary track  
**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 one or more of 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.
- **Music School/Building** clerical tasks
- **Web Calendar maintenance:** keep community calendars 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:**

Kayla Leach-Clark, Ticket Office Manager  
The Shedd Institute  
PO Box 1497, Eugene OR 97440-1497