

# The John G. Shedd Institute for the Arts

---

868 High Street  
PO Box 1497, Eugene, OR  
www.theshedd.org

## Job Posting: TICKET OFFICE ASSISTANT

**POSITION TITLE:** Ticket Office Assistant  
**COMPENSATION:** \$12.15 per hour entry; salary track  
**REPORTS TO:** Ticket 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 be an education and performance center where people find and nurture community through discovery, creation and celebration."*

**RESPONSIBILITIES:** Primary project areas include, but are not limited to:

- **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 using a computer based ticketing system. Daily cash handling, including closing out the register at the end of each day.
- **On-Site Concert Ticket Sales:** Handling the setup, running, and breakdown of will call, including concert will call and walk-up ticket sales, and concert settlement reporting.
- **Music School Assistance:** Supporting and assisting The Shedd Community Music School with processing payments, registering students for classes, entering information into the database, assisting with billing and payroll.
- **Administrative:** Answering multiline phones and directing patrons to the appropriate parties, general offices tasks assigned by the Ticket Office Manager, and occasional projects assigned by other departments.

### **QUALIFICATIONS and ATTRIBUTES:**

- The ability to work a flexible schedule, including nights and weekends.
- Strong communication and customer service skills. The ability to remain friendly, professional, and courteous under pressure.
- A proven combination of 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.
- Strong Microsoft Office skills; Excel, Word, Access. Understanding of database systems.
- 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  
kayla@theshedd.net