

# The John G. Shedd Institute for the Arts

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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:** \$13.75 per hour entry; salary track  
**REPORTS TO:** Patron Services Coordinator  
**HOURS:** Full time Mon-Friday 9am-6pm, 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 that serves Oregon with year-round professional performances, educational programs, and venue rental for non-profit organizations.*

**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:** 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, and entering information into the database.
- **Administrative:** Answering multiline phones and directing patrons to the appropriate parties, general offices tasks and projects assigned by the Patron Service Coordinator and other departments.

**QUALIFICATIONS and ATTRIBUTES:**

- Willing and facile learner.
- Strong communication and customer service skills. The ability to remain friendly, professional, and courteous under pressure.
- A proven combination of attention to detail and strong organizational skills. The ability to work on short- and long-term projects simultaneously.
- Ability to work collaboratively as part of a complex team. Ability to work within established guidelines and systems.
- The ability to work a flexible schedule, including nights and weekends.
- Clean and professional attire and appearance appropriate for a customer facing position.

**BENEFICIAL EXPERIENCE:**

- Strong Microsoft Office skills; Excel, Word, Access.
- Experience working with a database.

**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 Clark  
The Shedd Institute  
PO Box 1497, Eugene OR 97440-1497