

# The John G. Shedd Institute for the Arts

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## Job Posting: Ticket Office Assistant

**COMPENSATION:** \$15.10/hour entry; salary track

**HOURS:** Full time with flexibility to work evenings, weekends and holiday

*The John G. Shedd Institute for the Arts is a 30 year old non-profit performing arts company, music school, and owner of a 70,000 sq. ft. building that serves Oregon with year-round professional performances, educational programs, and venue rentals 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:** Handling the setup, running, and breakdown of will call, including concert will call and walk-up ticket sales, and concert settlement reporting.
- **Administrative:** Answering multiline phones and directing patrons to the appropriate parties, general offices tasks assigned by the Ticket Office Manager, and projects assigned by other departments.
- **Music School Registration Services:** New student, class, camp and workshop enrollment on and offsite; lesson payment processing; data entry, filing, and weekly enrollment reports.

### **QUALIFICATIONS and ATTRIBUTES:**

- The ability to work a flexible schedule that varies week to week, including nights, weekends, and holidays.
- Strong communication and customer service skills. The ability to remain friendly, professional, and courteous under pressure. The ability to transmit accurate information to both individuals and groups.
- Outstanding phone presence and the ability to work with a multi-line phone system.
- Ability to work within established guidelines and systems.
- Professional appearance appropriate for customer-facing position.

### **APPLICATION PROCEDURE:**

- 1) Submit a cover letter and résumé.
  - a. Cover letter should indicate your interest in this position, the extent of experience in the above areas of responsibilities, and your professional goals.
  - b. Résumé should include contact information of at least 3 references familiar with your qualifications.
- 2) No phone calls please.

### **SUBMIT APPLICATION TO:**

Shannon Schmitt, Patron Services Manager  
Email submissions to: [jobs@theshedd.net](mailto:jobs@theshedd.net) or mail to:  
The Shedd, PO Box 1497 Eugene OR 97440-1497  
(Physical address 868 High Street, Eugene)