

Job Title: Box Office and Outreach Coordinator  
Primary Location: The Reilly Arts Center  
Direct Report: Executive Director  
Salary: \$12/hour

The Reilly Arts Center is seeking an organized, reliable, and personable individual for the part-time, hourly position of Box Office and Outreach Coordinator.

**Description:**

The Box Office and Outreach Coordinator is on the front lines interacting daily with our patrons and providing for their ticket needs whether via phone, online, or in person throughout the week during box office hours and performances. This individual will coordinate and train all box office assistants and be expected to prepare the box office and volunteer teams for a concert weekend. Additionally, the coordinator will assist the Executive team in efforts to steward patrons by creating and analyzing guest reports and reach out to current and potential patrons to provide information on the Reilly Arts Center. This position is expected to tackle administrative tasks that are necessary to keep the work area organized. This individual is expected to be proactive and very comfortable interacting with the public, volunteers, and fellow team members.

The Box Office Coordinator will work box office hours T-F, 10AM-2PM and select Reilly Arts Center events on nights and weekends.

**Requirements:**

- Excellent interpersonal and customer service skills
- Intermediate Computer Skills (will be expected to stay up-to-date on ticketing system + train team members)
- Flexible availability to work during box office hours and select performances
- A High School Diploma or GED

**Expectations:**

- Work flexible hours that include box office hours Tues-Fri, 10AM-2PM and select nights and weekends during Reilly Arts Center events
- Become proficient in the Patron Manager ticketing software and continue learning new skills (Patron Manager + Salesforce)
- Process daily ticket orders via phone, our online system, and in person once our in-person ticketing opens again
- Emit excellent customer service with patrons, donors, and fellow team members
- Train box office assistants and volunteers on Patron Manager ticketing system
- Provide instructions in an energetic and friendly manner to Reilly Arts Center volunteer greeters and ushers
- Coordinator box office assistants to work select Reilly Arts Center events ensuring there is coverage at box office for all events and throughout the week when necessary
- Work with Executive Team to provide weekly patron reports to assist in stewarding, and growing our patron base
- May assist Marketing Manager with outreach initiatives (phone calls, visits, Emails) to local groups and organizations to provide information on upcoming programming.

Anyone interested can send a resumé or inquiries to [pamela@reillyartscenter.com](mailto:pamela@reillyartscenter.com).