

Title: **Ticket Services Assistant**

Status: Temporary

Reports to: Ticket Services Manager/Director of Marketing

Department: Marketing

Works with: The Public, Box Office Staff, Marketing, Development and Business Office

Hours: Part Time, late January to end of April. Mon, Tues, Fri 9:30 – 4:30 with possible schedule changes.

#### Responsibilities:

The Ticket Services Assistant works with the Ticket Services Manager and will be trained in Box Office operations including but not limited to:

- Providing superior customer service
- Processing phone, window, mail, fax, and website ticket orders
- Processing exchanges
- Answering questions and educating patrons about Jacob's Pillow program content and dance in general.
- Other tasks as assigned

#### Qualifications:

The successful candidate is highly detail-oriented and organized, computer literate, and has the maturity to consistently provide excellent customer service. A background in dance and experience with ticketing software, Theatre Manager in particular, strongly preferred.

#### How to Apply:

To apply, please send cover letter, resume, and references to: [boxoffice@jacobspillow.org](mailto:boxoffice@jacobspillow.org), with Ticket Services Assistant in the subject line. You may also mail application materials to Ticket Services Manager, 358 George Carter Road, Becket, MA 01223.