Minnesota OPERA

Position: **Ticket Office Assistant**
Department: **Marketing & Communications**
Reports to: **Ticket Office Manager**
Status: **Full-time, non-exempt**
Hours: **Monday - Friday, some nights and weekends, 40 hours/week**

SUMMARY: This entry-level position supports daily Ticket Office operations and provides excellent customer service to Minnesota Opera patrons at the Minnesota Opera Center and Ordway Center using computer ticketing software.

RESPONSIBILITIES:

- Responds courteously and efficiently to patron inquiries
- Provides clear and accurate information to patrons regarding Opera productions and policies
- Answers incoming ticketing calls and processes mail, phone and walk-up single ticket and subscription orders during industry standard ticket office hours and during performances
- Uses the computerized ticketing system to process single ticket and subscription orders
- Responds to general Ticket Office email inbox messages and voicemails
- Acts as ticketing concierge for special events and programs, such as Taste of Opera
- Acts as secondary liaison for non-principle cast, chorus, and orchestra ticketing
- Maintains office efficiency by organizing supplies, filing orders, etc.
- Schedules volunteers at the Minnesota Opera Center and Ordway Center for various Ticket Office needs
- Acts as receptionist for front door traffic (seasonally)
- Assists with maintenance of patron database
- Provides support as needed for marketing department, including running reports, pulling and uploading lists, assisting with list trades, and proofing marketing materials
- Performs other related duties and responsibilities as assigned

QUALIFICATIONS:

- Customer service experience required
- Computer aptitude skills required
- High school diploma or equivalent required; post-high school education preferred
- Ticketing experience preferred; experience with SRO or Patron Edge a plus
- Strong communication, quantitative and organization skills
- Ability to prioritize and multi-task
- Ability to work accurately and attentively in a fast-paced environment

Please email cover letter, résumé, and up to three references to Kevin Beckey, Ticket Office Manager at kbeckey@mnopera.org by Friday, May 30, 2014.

The Minnesota Opera is an EOE/ AA Employer