



POSITION OPENING: **Box Office Manager**

The Organization

Founded in 1947, the Worcester Youth Orchestras (WYO) have maintained an integral presence in Central Massachusetts for over 70 years. Drawing from over 65 Massachusetts communities, New Hampshire and Rhode Island, the orchestras are open to all aspiring young musicians studying their instruments in individual and/or school lessons. WYO is comprised of four orchestras, a jazz program, wind ensemble and chamber groups. Each season WYO produces 10-15 concerts welcoming more than 8,000 concertgoers. WYO maintains offices at Mechanics Hall where it produces a number of its concerts, including the popular Annual Family Holiday Concert. In addition, WYO regularly collaborates with other arts organizations and maintains a community outreach program.

Mission Statement

The mission of WYO is twofold - first, providing youth with an educational and enjoyable musical experience to build the qualities of teamwork, self-discipline and diligence that will benefit them now and as adults. And second, providing accessible live musical performances and cultural enrichment to the greater Worcester community.

Vision Statement

The vision of WYO is making greater Worcester a beacon for music education by providing students of all backgrounds (social, economic, racial, ethnic, national origin and sexual/gender identity) with the highest quality music education. WYO aspires to enrich the cultural life of the greater Worcester community with accessible concerts free from financial obstacles.

Job Summary

The WYO Box Office Manager is in charge of all aspects of ticket operations pertaining to customer service, ticket sales and communicating concert updates with the general public.

Specific Duties:

- Using Patron Manager, set up all ticketing/events in concert software, handle all pre-concert sales, day-of sales, answering ticket inquiries and running the box office at concerts.
- Setting up facebook events/utilizing social media, posting relevant ticket information and concert updates as needed.
- Overseeing/coordinating concert volunteers/interns front of house logistics.

Shared Duties:

- Concert and venue planning with the General Manager, Operations Manager & Artistic Executive Director.
- Reconciling event financials with General Manager & Bookkeeper.

Other Responsibilities/Attributes:

- Ability to work as a member of a team with regard to coordinating performances and events.
- Knowledge of Google Docs/Drive required. Knowledge of Weebly & Patron Manager, Mailchimp considered highly desirable.
- Excellent communications skills (face-to-face and telephone).

Reports directly to General Manager and works with Concert Committee.

Qualifications

- Bachelors and/or Associates Degree preferred, or relevant previous job experience.
- Must have the ability to work independently, meet deadlines and attention to detail.
- Desire to promote youth education and empowerment, and enrich the cultural life of central Massachusetts.

Compensation

Part time, stipended position, Late-September through mid-May, on average 1-3 hours a week, except for two major event weeks, Holiday Concert (usually 2nd week in December) or the Gala (mid-May). Expected to be at every WYO event. Compensation commensurate with experience. Independent contractor (benefits are not included and taxes are not withheld from paycheck)

Employment is contingent upon successful completion of a CORI check, including a check of your employment references.

To Apply

Please submit all applications (cover letter, resume, references and other relevant documents) and all inquiries via email to search@worcesteryouthorchestras.org, attn: Personnel Committee.

Position is considered open until filled. Position to start immediately.

Paper applications will not be accepted. Please no phone calls.

Learn more about the WYO organization at www.worcesteryouthorchestras.org