

Detroit Opera

Box Office Associate

Work Schedule: Weekend and evenings required, variable schedule dependent on the performance calendar.

Pay Rate: \$20/hr.

How to Apply: Qualified applicants should submit their resume and cover letter to employment@detroitopera.org

Position Summary:

The Box Office Associate (BOA) is responsible for assisting patrons with all ticketing and purchase needs of Detroit Opera (DO) and the Detroit Opera House (DOH). Possessing strong customer services skills, the BOA serves patrons efficiently, accurately, and politely at all points of contact. The BOA acts as a steward of DO and helps convey DO's season and the company's mission to patrons and the interested public. The BOA understands and ensures the highest level of patron satisfaction.

Specific Responsibilities:

- Work during theatre box office hours and show times, selling tickets, answering phones and service internal and external customers.
- Greet and serve all patrons in a positive, supportive, friendly, and polite manner in accordance with DO's patron-centered culture of excellence.
- Sell subscription and single tickets to all Opera and Dance events by phone and in person in the box office.
- Work with Box Office Manager to monitor sales.
- Assist customers with questions regarding internet ticket purchases.
- Perform data entry of phone/mail/telemarketing/ ticket orders using box office ticketing system.
- Manage patron concerns on behalf of DO, assuring each patron a timely and thoughtful response, and escalate complaints or concerns to other box office staff when necessary.
- Assist with printing will call tickets prior to show time.
- Monitor the box office phone system for both internal and external guests.
- Through positive working relationships with staff, maintain knowledge of current and recent DO events and activities.

Required Qualifications:

- High school diploma or GED

- Exceptional interpersonal skills, both in person and by phone, in order to effectively communicate with patrons, staff members, volunteers, performers, other DO constituents, and the general public.
- Demonstrated customer service skills.
- Possess the ability to work well in an extremely fast-paced, ever-changing environment.
- Ability to problem-solve and think quickly on one's feet.
- High degree of flexibility in response to daily shifting priorities.
- Ability to understand diverse perspectives and acknowledge the significance of differences and complexities in background, cultures, values and viewpoints as the foundation for an inclusive environment.

Desired Qualifications:

- 1-year or more of box office or ticket sales experience.
- Experience with Tessitura and/or Ticketmaster preferred.
- Experience working in an opera or ballet company, or knowledge of standard opera and dance repertoire highly preferred.

Essential functions/physical demands:

- The person in this position works a flexible schedule, including some weekends and holidays, in accordance with DO's box office needs.
- The person in this position speaks on the telephone for long periods of time.
- The person in this position remains in a standing position for periods of time.

Application Deadline:

Job openings are posted for a minimum of seven calendar days. This job may be removed from posting boards and filled any time after the minimum posting period has ended. Applications will be reviewed as received throughout the posting period and continue until the position is filled.

Additional Information:

Detroit Opera is committed to recruiting and retaining a diverse workforce and encourages all employees to fully incorporate their diverse backgrounds, skills, and life experiences into their work and towards the fulfillment of the MOT mission.

About Detroit Opera:

Founded in 1971, Detroit Opera (DO) is the premier multi-disciplined producer and presenter for opera, musical theatre, and dance in the Great Lakes Region. Based in the city of Detroit, the organization engages artists of national and international stature for stellar main stage and outreach performances, and provides compelling cultural enrichment programs for the diverse audiences and communities that it serves, making it one of Detroit's pillars of arts and culture. DO is among a select few opera companies nationwide to own its theatre, the historic 2,700-seat Detroit Opera House, which is located in the heart of downtown Detroit.

DO is seen as the most innovative opera company in America. DO garnered great critical and popular acclaim during the pandemic for its socially distanced, drive-thru production of *Twilight : Gods*, an

adaptation of Wagner's *Götterdämmerung*. Brainchild of new Artistic Director Yuval Sharon, *Twilight : Gods* was performed across multiple levels in DO's own parking structure and provided performance opportunities for local cast and orchestra members, in addition to international opera stars. Lauded for past projects such as his [reverse chronological staging](#) of Puccini's *La Bohème*, Sharon in July premiered a [high-tech reimagining](#) of a Wagner opera.

For more information, please visit <https://detroitopera.org>