POSITION: BOX OFFICE ASSOCIATE

Reports to:	Advancement Manager
Classification:	Part-time, Seasonal, Non-Exempt
Start date:	November 4, 2026
Salary:	$20-$22/hour, commensurate with experience 20-24 hours per week
Benefits:	Professional development opportunities
Location:	Miami, FL | In-person position, with required local travel to concert venues.

POSITION SUMMARY

Seraphic Fire, South Florida's twice GRAMMY®-nominated professional vocal ensemble, seeks an organized, detail-oriented Box Office Associate to support ticket sales, patron services, and concert operations. This position serves as a primary point of contact for patrons, manages ticketing and subscription orders, and assists with on-site box office operations at performances throughout South Florida. The ideal candidate brings strong communication skills, a commitment to excellent customer service, and enthusiasm for the performing arts.

This is a part-time, seasonal, in-person position based in Miami, with required evening and weekend work during concert weeks.

BOX OFFICE RESPONSIBILITIES

- Manage ticketing services to include executing and fulfilling single and subscription orders received by phone, mail, and email.
- Process ticket exchanges for patrons and fulfill subscriber benefits throughout the season.
- Assist with the annual subscription campaign and execute telephone marketing campaigns with staff.
- Enter and execute ticket and subscription orders received by phone, mail, and email.
- Answers and responds to patron inquiries (phone and email) regarding ticket orders and other general box office inquiries.
- Prepare performance-day ticketing assets to include Will Call and Comp Lists.

ADDITIONAL RESPONSIBILITIES

- Assist with marketing functions including email design, mailings, and special projects as assigned.
- Assist Operations Manager and Advancement Manager in day-of-event logistics.
- At Seraphic Fire concerts, manage the Will Call, Box Office, and Merchandise table. Assist in Setup and teardown.

SERAPHIC FIRE

QUALIFICATIONS

- 1-2 years of experience in a customer-facing role; experience in the arts preferred.
- Exemplary written and verbal communication skills.
- Excellent attention to detail.
- Organized and able to independently manage workload.
- Proficiency with Microsoft Office Suite, Google Workspace, and CRM systems.
- Ability to travel locally and work for extended days and weekends during concert season and for planned events.

This is an in-person position based at Seraphic Fire's Miami office, with required attendance at concerts and events throughout South Florida. Remote work is not available.

APPLICATION INSTRUCTIONS

To be considered for this position, please email the following to **jobs@seraphicfire.org**:

- A cover letter including your interest in the position, what you will bring to the organization, and why you are the ideal candidate.
- A resume outlining your educational and professional experience.

Deadline: Applications will be reviewed until a candidate has been selected.

Seraphic Fire is an equal opportunity employer and maintains a high standard for compliance with all employment laws, rules, and regulations.