



POSITION: BOX OFFICE AND PATRON SERVICES ASSOCIATE

Reports to: Director of Advancement
Classification: Part-time, Non-Exempt
Start date: February 1, 2025
Salary: \$20-24/hour, commensurate with experience 10-20 hours per week, some evening and weekend shifts required

POSITION SUMMARY

Seraphic Fire, South Florida's twice GRAMMY®-nominated professional vocal ensemble, seeks an organized, customer-focused individual to oversee box office operations and patron services. This role is integral to providing exceptional audience experiences and supporting Seraphic Fire's goal of enriching our community through world-class performances and educational programs.

BOX OFFICE RESPONSIBILITIES

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

ADDITIONAL RESPONSIBILITIES

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

QUALIFICATIONS

- 1-2 years of experience in customer facing role, experience in the arts preferred.
- Exemplary written and verbal communication skills.
- Excellent attention to detail.

SERAPHIC FIRE

- Organized and able to independently manage workload.
- Proficiency with Microsoft Office Suite and CRM systems.
- Ability to travel locally and work for extended days and weekends during concert season and for planned events.

This position is based in-person at Seraphic Fire's Miami office.

BENEFITS OF WORKING WITH SERAPHIC FIRE

- Complimentary tickets to Seraphic Fire performances.
- Networking opportunities in Miami's vibrant arts scene.
- Professional development opportunities in arts management.

APPLICATION INSTRUCTIONS

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

- 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.

Seraphic Fire seeks, celebrates, and nurtures diversity among its employees and volunteers.