

About the Freight & Salvage

The Freight & Salvage is a nonprofit community arts organization dedicated to promoting public awareness and understanding of traditional music – music that is rooted in and expressive of the great variety of regional, ethnic, and social cultures of peoples throughout the world. Though we acknowledge these origins, the range of music we present and teach about is broad. Considering the importance of traditional music and the difficult history of injustice that surrounds much of it, we're taking steps to ensure that our work, as presenters of that music, is fair, inclusive, equitable, respectful, and sustainable.

The Freight presents over 300 shows annually and provides a variety of classes and workshops for hundreds of students.

Hours

We are seeking to fill a full-time position, approximately 40 hours a week on average. Monday evening and weekend availability are required. Opening shifts in the Box Office run from 12pm-8:30pm. Closing shifts run from 2pm to approximately 10pm.

Summary

A Box Officer is the primary point of contact for the majority of our patrons. They are responsible for being welcoming, friendly, and professional in all interactions with the public, performers, teachers, coworkers, and volunteers. They must be able to efficiently complete ticket sales, while accurately explaining all pricing and fees to our patrons. Box Officers report to the Box Office Supervisor, Blake Parker.

Primary Responsibilities

Greet patrons, field phone, email, and in-person inquiries.

Sell tickets via our ticketing platform, Tessitura, to customers in-person, over the phone, and mail order.

Register students for classes.

Assist our Marketing team with updating our marquee.

Process donations received.

Count cash receipts and complete cash reports.

Make bank deposits as necessary.

Support Event Managers before, during, and after shows.

Skills Required

Significant customer service experience required, ideally in a performing arts setting.

Excellent written and verbal communication skills in English.

Experience with theatrical ticketing systems strongly preferred.

Proficiency with Macs and Microsoft Office strongly preferred.

Experience with cash counting/reconciling preferred.

Detail-oriented.

Ability to contribute to a welcoming, friendly, patient, and professional atmosphere.

Desire to help the Freight create a welcoming, equitable, and inclusive multi-cultural environment

Please email your resume to blake@freightandsalvage.org to apply.