



**Ticket Office Agent  
Stanford Live and Bing Concert Hall  
Part Time, As Needed**

**ABOUT**

Stanford Live presents a wide range of the finest performances from around the world, fostering a vibrant learning community and providing distinctive experiences through the performing arts. With its home at the Bing Concert Hall, Stanford Live is simultaneously a public square, a sanctuary, and a lab, drawing on the breadth and depth of Stanford University to connect performance to the significant issues, ideas, and discoveries of our time.

Stanford Live's principal venue is the beautiful Bing Concert Hall on the Stanford University campus, a state-of-the-art, intimate hall with 842 seats in a "vineyard" format (seating sections that surround the stage). Stanford Live presents approximately 45 - 60 world-class performances annually in Bing Concert Hall, Memorial Auditorium, Memorial Church and Frost Amphitheater. Bing Concert Hall is also the home of the Department of Music, which presents approximately 30 performances per year.

**POSITION SUMMARY**

The Bing Concert Hall Ticketing Agent (approximately 20 hours a week, flexible schedule) reports to the Ticket Office Manager and works in collaboration with the Marketing Director, General Manager, House Manager and Operations Director to implement a world-class ticket office operation that serves both Stanford Live and Bing Concert Hall audiences, donors, staff, and artists in support of the Stanford Live and Bing Concert Hall missions, vision and values.

This position is a part time throughout the course of the year on an as-needed basis.

Ticketing agents work to support the ticket operation by assisting with:

- Following Stanford accounting policies and procedures for cash handling and reconciliation, with policies and procedures of credit card security processes relating to PCI compliance requirements;
- Processing phone ticket orders, refunds, exchanges, walk-up purchases, follow-up phone calls to ADA patrons and other assigned duties during regular Ticket Office business hours;
- Day-of show Ticket Office duties, including will call, walk-up sales, phone handling and monitoring of show ticket capacity;
- Utilizing Tessitura ticketing software, the Agent is responsible for flawless execution of web, phone and window ticket sales and customer service; support of subscriptions; special offer discounts; and coordinating efforts and resources for internal and external clients;

- In collaboration with the Ticket Office Manager the Agents are responsible for the accuracy and integrity of donor and subscriber records; execution of basic reporting;
- Opening and closing the Ticket Office and adhering to all Stanford policies and procedures including filing of reports and cash lock-up;
- Other duties as assigned.

## QUALIFICATIONS

- Experience working in a box office, preferably in the performing arts at a college or university or at a busy performing arts venue.
- Excellent knowledge and experience in customer service and ticket office sales best practices.
- Experience in phone, mail-order and walk-up sales for both single tickets and subscriptions.
- Knowledge of Tessitura ticketing system (or similar) is a plus.
- Ability to exercise excellent judgment, balancing competing responsibilities and identifying timely and appropriate escalation circumstances.
- Ability to work effectively with the public in a fast paced, high tech, and high touch environment with a friendly and patient disposition.
- Excellent verbal communication skills to effectively work with a diverse group of constituencies and stakeholders.
- Demonstrated ability to pay attention to detail and accuracy, in order to ensure daily reconciliation of cash, check, credit and debit card transactions.
- Strong sense of initiative and the ability to work both independently and as part of a team.
- Ability to work day, nights and weekends as needed to staff events and meet deadlines.
- Be informed about and compliant with ADA policies.
- Have understanding of credit card security processes relating to PCI compliance requirements.

A background check may be required for this position. This position does not currently qualify for Stanford benefits.