



valley of the moon music festival

ERIC ZIVIAN & TANYA TOMKINS, DIRECTORS

10TH SEASON 2024

SONOMA, CA

The **Valley of the Moon Music Festival** is seeking a **Box Office Manager** to oversee all aspects of ticket sales and customer service operations at the venue's box office during the 2024 summer season (July 11 – July 28, 2024). This role involves managing ticket inventory, coordinating box office staff, and ensuring a smooth ticketing process for patrons attending events.

Compensation: \$2,000

Time Commitment: Approximately 20-30 hours per week during festival run. 13 events total from July 11 - July 28

Key Responsibilities:

- Supervise all ticket sales activities during the festival, including in-person, and online sales.
- Ensure accurate recording and tracking of ticket sales transactions.
- Provide excellent customer service to patrons by addressing inquiries, resolving issues, and assisting with ticket purchases.
- Handle escalated customer concerns or complaints in a professional and timely manner.
- Oversee the operation of ticketing software and hardware systems.
- Prepare financial reports detailing ticket sales revenue and attendance metrics.
- Troubleshoot technical issues related to ticketing systems and equipment.

Qualifications:

- Bachelor's degree in business administration, hospitality management, or related field preferred.
- Previous experience in box office management or ticketing operations required.
- Strong organizational and multitasking skills, with the ability to prioritize tasks effectively.
- Excellent communication and interpersonal skills.
- Proficiency in computer software applications, including ticketing software (Tix) and Microsoft Office suite.
- Ability to work evenings, weekends, as required by Festival schedule.
- Valid Driver's ID and access to a vehicle.

To apply, please include a resume and cover letter detailing your relevant work experience to admin@valleyofthemoonmusicfestival.org, with **subject title BOX OFFICE MANAGER_LASTNAME**. Hiring immediately.

The Box Office Manager **must** be available to work on-site in **Sonoma, CA from July 11 - 30, 2024**.