



## Job Description

**Position Title**  
Box Office Coordinator

**Reports To**  
Customer Experience & Marketing Manager

**Applications due no later than March 31, 2025**

## Position Overview

Newport Classical (NC), a premier performing arts organization dedicated to celebrating classical music, is seeking a detail-oriented and customer-focused **Box Office Coordinator** to support the Customer Experience & Marketing Manager. This seasonal role is key to ensuring patrons have a seamless and enjoyable experience from ticket purchase through event attendance. The Coordinator will manage daily box office functions, assist with patron inquiries, and support marketing efforts as needed. The role will also support the Marketing and Customer Experience Manager in executing the goals of increasing patron satisfaction, and ensuring all online information is accurate and helpful.

## Key Roles and Responsibilities

The Box Office Coordinator role involves a variety of tasks essential to the success of our events. The key responsibilities include:

### 1. **Box Office Operations:**

- Provide exemplary customer service to all patrons and constituents
- Become familiar with the PatronManager ticketing system through in-person and video training sessions
- Complete all aspects of ticket sales, including processing transactions (purchases, exchanges and converting returned tickets to donations), processing waitlists, and patron communication
- Respond appropriately to patron needs, via email and phone calls, accurately addressing issues and inquiries with professionalism
- Understand, troubleshoot, and correct technological issues related to box office software
- Manage concert waitlists and contact patrons should tickets become available
- Prepare complete and accurate door lists and distribute them to the Volunteer team
- Assist with email and text communications to patrons regarding event updates

### 2. **Marketing:**

- Assist with the coordination and collection of marketing materials and promotional efforts for events
- Help ensure consistency in the Newport Classical brand across all touchpoints with patrons
- Assist with preparing for Chamber Series announcement by creating events on the ticketing platform and on the website (training provided)



#### Requirements & Skills

- Proven ability to deliver exceptional service and handle patron inquiries with professionalism and courtesy
- Experience with ticketing software or point-of-sale systems is preferred
- Excellent verbal and written communication skills, with the ability to communicate clearly with patrons and collaborate effectively with the team
- Strong organizational skills and attention to detail to manage ticketing and patron data accurately
- Minimum of one (1) year customer service experience
- Proficient in Microsoft Office Suite (Word, Excel, Outlook)
- A passion for, or experience in, the performing arts, particularly classical music, is preferred

#### Location & Time Commitment

- Location: The position is based in Newport, Rhode Island
- Position Type: Full-time, Seasonal
- Time period: May 26 – July 24
- Time Commitment: 40 hours per week.
- Schedule May – June: Monday – Friday, 9 a.m. to 5 p.m.
- Schedule July 4 – 24: Monday – Friday; 10 a.m. to 6 p.m.

#### Compensation

Pay Rate: \$20 per hour (no benefits)

#### Application Process

If you are interested in being considered for this employment opportunity, please send your resume and a letter of interest to [info@newportclassical.org](mailto:info@newportclassical.org)

APPLICATION DEADLINE: Applications due by March 31, 2025

*Newport Classical is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. All qualified applications will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status.*



## About Newport Classical

Newport Classical is a premier performing arts organization that welcomes people of every age, culture, and background to intimate, immersive musical experiences. We present world-renowned and up-and-coming artistic talents at stunning, storied venues across Newport—an internationally sought-after cultural and recreational destination.

Our iconic summer Music Festival, year-round Chamber Series, and family-friendly, free Community Concerts represent a broad range of composers, formats, artists, and sounds from the classical genre—ensuring there’s something for everyone to enjoy.

We are proud to be an essential pillar of New England’s cultural landscape—and to invest in the future of classical music as a diverse, relevant, and ever-evolving art form.

**MISSION:** To celebrate classical music as a living art form through inspiring concerts in intimate and historic locations.

**VISION:** Newport Classical embraces “Timeless Music for Today” through exceptional concert presentations, and prioritizes meaningful education and engagement opportunities that inspire, instill civic pride in the community, and embrace diversity of expression and artistic interpretation.

Originally founded in 1969 as Rhode Island Arts Foundation at Newport, Inc. and previously known as Newport Music Festival (NMF), Newport Classical has a rich and adventurous musical legacy, presenting American debuts of international artists and rarely heard works.

For additional information, visit [newportclassical.org](http://newportclassical.org)