



# MOAB MUSIC FESTIVAL

*music in concert with the landscape*®

## Box Office Assistant

The Box Office Assistant supports our Box Office Manager with customer service, ticket buying and patron check-in, both in our office and on-site at our many different venues. They will also be responsible for email communications to patrons regarding upcoming events to ensure they have the most up-to-date information. They must be comfortable with telephone communications and able to assist patrons on the phone in addition to through email.

We're looking for an individual with a positive and outgoing personality, who is interested in helping our many patrons with ticketing and concert information. They must be comfortable with Microsoft 365 (Outlook and Excel). We'll train prospective seasonal employee on our specific ticketing and payment systems, but having experience handling money and transactions is a plus.

They'll be part of a small team of seasonal staff, crew, and volunteers that join the annual Festival every year to ensure it is a success.

**Terms:** Seasonal employment. Must be able to work outside in the field Box Office where concert events take place (approx. 2 hrs./day mornings or evenings) and work inside the office Mon-Sat 10am-2pm (Approx 3-4 hrs./day).

The position is part-time from August 24 - September 18, 2026.

August 24-31, flexible hours

September 1-15, average 20-30 hours/week

They must be able to lift and move up to 30 lbs. They must have a driver's license.

**Compensation:** \$20/hour, exempt. Qualifies for overtime. Mileage reimbursed at 72.5 cents per mile.

### What do we offer?

- Ambassadors for the Festival – they become the first impression of the Festival for most performers and guests
- Opportunity to forge a positive professional relationship with performers and guests
- Comfortable work environment and competitive pay
- Meet and interact with crew and volunteers
- Seasonal employees receive t-shirts, food voucher(s), snacks, free camping
- Enjoy some great and culturally relevant music



# MOAB MUSIC FESTIVAL

*music in concert with the landscape*®

## **What you will do?**

The Box Office Assistant, this person will work closely with onsite staff and crew, to ensure the patron experience is flowing and that volunteers are fulfilling their responsibilities. This entails:

### **Event or Venue Prep**

- Ensure all supplies needed for front of the house are ready, loaded, set up, etc. (this could be program books, first-aid kit etc., depending on the event).
  - Answering telephones, helping patrons purchase festival tickets, and answering patron questions
  - Preparing and sending patron reminder emails
  - Preparing and validating patron waivers
  - Assisting with additional forms or contact requirements for upcoming concerts, including Constant Contact emails
  - Assist Box Office Manager with various random tasks needed for upcoming events

### **On Site of our Venues**

- Ensuring all needed supplies are ready, loaded, set up, etc.
- Providing a high level of customer service
- Arriving at concert events at the time of assigned staff call (generally about an hour prior to patron arrival)
- Scanning patron tickets with the Tix phone app and assisting those whose tickets won't scan or don't have their tickets
- Acquiring waiver signatures for patrons who have not completed their waiver previously
- Provide on-site ticket sales through the ticketing system that would include both credit and cash transactions, in addition to helping reconcile cash drawer for cash transactions
- Assisting with line management and communications between shuttle drivers as needed by the Box Office Manager

### **Patron Service**

- Provide a high level of customer service that includes answering questions, giving directions, resolving issues and directing patrons to other staff as necessary
- Be responsible and vigilant about patron crowd control/safety, radioing Crew Lead, and notifying the Box Office Manager should any issues arise

Email resume and references to [jobs@moabmusicfest.org](mailto:jobs@moabmusicfest.org)