

EXPERIENCE  
**Choral Arts**  
THE CHORAL ARTS SOCIETY OF WASHINGTON  
SCOTT TUCKER, ARTISTIC DIRECTOR

**Title:** Box Office and Finance Assistant  
**Reports to:** Associate Director of Communications and Deputy Director  
**Status:** Part Time, non-exempt, year-round

**Summary of Position**

The **Box Office and Finance Assistant** provides customer service support daily on the front line interacting with patrons, donors, office staff, and board members. This position uses PatronManager CRM to process ticket orders, and QuickBooks to maintain company finance files. As this position is an integral member of the patron service team, some evening and weekend hours are required at Choral Arts concerts and events.

**Duties:**

- Answer telephones and provide superb customer service to patrons
- Timely execution and fulfillment of all ticketing orders, patron requests, and inventory updates
- Ensure that Choral Arts' database is up to date through accurate record keeping and regular updates
- Prepare materials for, and provide front of house customer service at, Concierge Desk for concerts; Coordinate pre- and post-concert patron communications
- Maintain company finance files, process invoices, check requests, deposits, and payments
- Fulfill merchandise orders and shipping
- Attendance and organizational representation at all concerts and special events
- Order and maintain office supplies and equipment
- Provide administrative support to staff members upon request
- Other duties as assigned

**Requirements**

- Exceptional phone and customer service skills
- Solid attention to detail
- Self-starter, takes initiative, works independently, understands a team environment, and anticipates the needs of his/her supervisors
- Excellent communication and organizational skills, the ability to work well under pressure, and the ability to multitask
- Highly responsible with a professional demeanor
- Strong computer skills, particularly in Microsoft Office; willingness to learn PatronManager CRM, and QuickBooks
- Ability to meet deadlines in a fast-paced environment
- Ability to work occasional weekend and evening hours
- Appreciation and interest in the performing arts

**Compensation/Benefits:** This position is a non-exempt, part-time position, up to 25 hours/week, including core hours of 10am – 2 pm Monday – Friday. Hourly rate range of \$15 - \$18, commensurate with skills and experience.

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To apply, mail or e-mail a cover letter, resume, and list of three professional references to:

The Choral Arts Society of Washington  
Attn: Caryn Fraim  
1666 Connecticut Ave NW, Suite 525  
Washington, DC 20009  
cfraim@choralarts.org

*The Choral Arts Society of Washington is an Equal Opportunity Employer*

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