

## Position Opening: Box Office & Hospitality Associate



GRAMMY-winning chamber orchestra APOLLO'S FIRE seeks a part-time **Box Office & Hospitality Associate** to provide excellent customer service in our box office and manage hospitality for a variety of events. This position requires a friendly and engaging demeanor and basic computer skills; strong preference will be given to candidates with a classical music background.



### About Us:

GRAMMY® award-winning ensemble Apollo's Fire (AF), based in Cleveland, OH, is one of the world's leading period-instrument baroque orchestras. Under the direction of Artistic Director Jeannette Sorrell, AF performs about 40 concerts per year at its home series in Northeast Ohio; about 4 concert programs on its satellite series in Chicago; and tours internationally at such venues as Carnegie Hall, the BBC Proms (London), the Royal Theatre of Madrid, the Tanglewood, Ravinia, and Aspen festivals, the Library of Congress, the Metropolitan Museum of Art (NYC), and more. AF's extensive educational and outreach programs in Northeast Ohio include school workshops, FREE Family Concerts, and Baroque Bistro concerts in restaurants. Apollo's Fire also runs a major string program in the public schools on Chicago's south side. AF's diversity initiative, known as the MOSAIC Project, is in its 4<sup>th</sup> year and has included specially-designed concert programs, commissioned works by Black composers, training for talented young musicians of color, and nurturing the careers of several up-and-coming artists of color.

Apollo's Fire has an annual budget of around \$3 million, a Board of 26, and a staff of approximately 5 full-time and 7 part-time employees. See [www.apollosfire.org](http://www.apollosfire.org).

*Apollo's Fire is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment, an equitable organization, and a diverse music community.*

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### Job Description:

The Guest Services Associate assists the Box Office & Marketing Department and Development Department in providing exceptional customer service to Apollo's Fire's patrons and donors. The Guest Services Associate will work approximately 15 hours weekly in office, plus approximately 5-6 evening/weekend events per month.

- **Box Office:** Provide positive, warm, and approachable service to patrons and donors, "going the extra mile" to make guests feel welcomed and supported. Answer phones, process online orders, coordinate mail orders, and provide administrative support under the supervision of



the Patron Services Manager. Maintain clear customer records, keeping AF's database up-to-date and organized.

- **Front of House:** Serve as a key member of Apollo's Fire's front-of-house team for concerts and events, supporting the House Manager in selling tickets and merchandise, scanning tickets, or occasionally supervising volunteer ushers.
- **Hospitality:** Under the direction of the Development Manager, coordinate receptions at concerts and events, including set-up, tear-down, and light service such as pouring drinks
- **Administrative Support:** In times of light work for the AF box office, this position may be asked to provide administrative support for other departments, such as editing spreadsheets, scanning documents, or running errands.
- *Other duties as assigned.*

### Compensation:

\$20-22/hour, commensurate with experience. This position will be eligible for planned raise of \$2/hr. and promotion to Coordinator level at 12 months, pending successful reviews.

### Qualifications:

- Previous customer service experience, preferably in a box office environment
- A friendly and helpful personality
- Ability to work evenings and weekends
- Ability to stand for long periods of time, and occasionally lift light loads
- Basic computer skills, including proficiency with Word and some Excel
- A background in classical music and ability to describe AF's programming
- Experience with ticketing software is a plus

### To apply:

Please send cover letter and resumé to [search@apollosfire.org](mailto:search@apollosfire.org).