

<p style="text-align: center;">Box Office Clerk Position Description</p>

I. TITLE: Box Office Clerk

II. ORGANIZATION AND POSITION SUMMARY:

Waterloo Greenway is a 1.5-mile urban park system supported by a public-private partnership between the City of Austin and Waterloo Greenway Conservancy. Once complete, the 35 acres of connected green space will be home to a wild array of natural and cultural destinations. The park system is being planned, designed, and built in three phases of geographic milestones. Meeting each phase by our completion goals is ambitious and requires support from the entire community. Phase 1 opens in the spring of 2021 and includes Waterloo Park and the Moody Amphitheater. Amid epic gardens and rolling pathways, and a twinkling Waller Creek that links them, the environment, arts, health, and adventure will converge and nourish authentic and uplifting experiences that reflect our city's diversity.

Live Nation Entertainment is the world's leading live entertainment company, comprised of global market leaders: Ticketmaster, Live Nation Concerts, and Live Nation Media & Sponsorship. Ticketmaster is the global leader in event ticketing with over 500 million tickets sold annually and more than 12,000 clients worldwide. Live Nation Concerts is the largest provider of live entertainment in the world promoting more than 30,000 shows and 95+ festivals annually for nearly 4,000 artists in over 40 countries. These businesses allow Live Nation Media & Sponsorship to create strategic music marketing programs that connect over 900 brands with the 86 million fans that attend Live Nation Entertainment events each year.

Waterloo Greenway and Live Nation are seeking a Box Office Clerk. This role requires flexibility with scheduling and is a part-time occasional position, based on event requirements. The ideal candidate will have proven experience in ticketing software, staff supervision, and customer service. The Box Office Clerk will be an employee of the Waterloo Greenway Conservancy, will report to the Moody Amphitheater Box Office Manager, and will work in collaboration with Live Nation and its contractors who operate within the venue.

WHAT THIS ROLE WILL DO

- Providing exceptional front-line customer service to ticket purchasers
- Conduct in-person ticket sales at the Box Office using the Ticketmaster Point of Sale system

- Organizing and distributing will-call and guestlist tickets
- Assisting with customer inquiries and help resolve ticket-related issues

WHAT YOU HAVE TO OFFER

- Basic foundation and understanding of live events and event ticketing
- Tech-savvy and able to learn and navigate point-of-sale programs - specifically, Ticketmaster Sales.
- Strong customer service skills
- Ability to proactively problem-solve in a timely manner
- Ability to work outside in varying weather conditions
- This position is ideal for an individual who is looking for flexible and fluid part-time work schedule
- **Available for flexible working hours which includes evenings, weekends, and holidays on an as needed basis.**
- Go-getter with the ability to work under pressure and with minimal supervision
- Ability to work with others
- Must be detail-oriented with the ability to multi-task and juggle competing priorities
- A passion for live events

COMPENSATION:

- \$15 an hour base compensation

TO APPLY:

Qualified applicants are invited to submit a resume via email to gkerstetter@waterloogreenway.org.

Applicants for employment in the U.S. must possess work authorization which does not require sponsorship by the employer for a visa.

EQUAL EMPLOYMENT OPPORTUNITY

Waterloo Greenway and Live Nation Entertainment strongly support equal employment opportunity for all applicants regardless of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, sexual orientation, genetic information, or any other characteristic protected by state or federal law.

HIRING PRACTICES

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.