

## **Ticketing & Box Office Coordinator**

### ***Erie County Agricultural Society, producers of the Erie County Fair***

**Classification:** Non-exempt (Hourly)

**Location:** On-site at the Fairgrounds at 5600 McKinley Parkway, Hamburg, NY 14075

**Hours:** Full time (40 hours a week); Must be able to work evenings, holidays and weekends for special events, including all twelve days of the Erie County Fair each August.

**Weekend Availability:** Weekend availability may be required to support the Box Office during Event Center shows. Currently, this includes approximately 16 ticketed weekend events per year, though the number may vary depending on bookings. These shows primarily take place in January, February, March, September, October, November, and December.

**Reports to:** Chief Marketing Officer

**About the Role:** The Erie County Agricultural Society (ECAS) is looking for a Ticketing & Box Office Coordinator to support the annual Erie County Fair, Fairgrounds Festival of Lights and year-round ticketing operations at the Fairgrounds Event Center. The ideal candidate enjoys a fast-paced environment, is a self-starter, can work independently or with a team, and is detail-oriented.

**About the Organization:** The Erie County Agricultural Society is a private not-for-profit membership corporation. The Society is the oldest civic organization in Western New York, established in 1819. *Mission Statement: The basic purpose of the Erie County Agricultural Society, producers of the Erie County Fair, is to preserve and enhance, through educational endeavors, the agricultural and historical legacy of New York State.*

### **Essential Duties and Responsibilities**

#### **Erie County Fair & Festival of Lights Gates & Ticketing**

- Oversee the ticketing function for events, including the Erie County Fair general admission and Grandstand events, with the Festival of Lights
- Works closely with Saffire—building online ticketing products, updating ticket webpages and trouble-shooting ticketing equipment as needed
- Collaborate with Marketing Department to establish ticket pricing and promotions
- Prepare all admission gates (ticket booths) for events, collaborating with Maintenance, IT and Saffire Ticketing to supply the booths with equipment
- Collaborate with Credentials Coordinator to fulfill all complimentary ticket and credential orders from department managers
- Administer group ticket sales and shelter rental program
- Maintains all appropriate ticketing records and reporting
- Hire, onboard and supervise up to 100 seasonal employees

#### **Fairgrounds Event Center Box Office & Ticketing**

- Develop strong relationships with event promoters to ensure ticketing and Box Office staffing needs are met, including gathering information for marketing promotions and Incident Action Plans.

- Set up physical stations and equipment for Event Center events including kiosk set-up, Box Office set-up and gate set-up.
- Collaborate with Event Center Facility Manager, Maintenance, IT, Accounting and Marketing as necessary.
- Monitors and maintains the integrity of cash-handling and fiscal procedures, with the assistance of the Accounting Department
- Provides detailed ticketing reports on a timely basis to event promoter; maintains all ticket records
- Hire, onboard and supervise employees up to 20 Box Office employees

*Performs miscellaneous job-related duties as assigned.*

### **Qualifications and Requirements**

- Presents a positive attitude, confidence, high standards of execution, and solid problem-solving skills with a sense of urgency regarding problem resolution and flexibility.
- Willingness to learn ticketing and website software (Saffire)
- An aptitude for gathering data, compiling information, and preparing reports.
- Knowledge of cash management principles and/or procedures.
- Ability to learn quickly and be self-motivated
- Is a team player who can also work independently with minimal supervision.
- Practices excellent time management and organization and is comfortable working on multiple events at once.
- Excellent customer service skills with an ability to effectively present information and respond to questions, inquiries, and/or complaints.
- Ability to react well under pressure, work with frequent unscheduled interruptions, and perform duties and tasks at expected levels of professionalism.
- Strong computer skills and experience with Microsoft Office (Word, Excel, Outlook etc.).

### **Education and Experience**

- Bachelor's degree suggested.
- Exposure to events, marketing, customer service, business administration or related field environment is preferred.
- Prior Fair experience and experience with ticketing, specifically but not limited to Saffire ticketing, is a benefit.

### **Physical Demands**

- Shifts often require working outdoors in warm and cold temperatures.
- Ability to push/lift 25 lbs.
- Must work in noisy and crowded environments.

**Hourly Rate:** \$21-24/hour

**To Apply:** Email your resume to Chief Marketing Officer, Alison Bukowski [abukowski@ecfair.org](mailto:abukowski@ecfair.org).