

## **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 will be required. 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:** Controller

**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: Connecting communities through agriculture, education, and entertainment.*

### **Essential Duties and Responsibilities**

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

- Oversee the ticketing function for events, including the Erie County Fair and Festival of Lights
- Build online ticketing products and maintain ticketing-related web pages
- Work with ticketing provider, Saffire, to improve ticketing offerings and functionality
- Maintain all ticketing-related equipment, including printers, ticket stock, and computers/kiosks (in collaboration with Saffire)
- Prepare all admission gates (ticket booths) for events, including equipment set-up, signage, supplies, and collaborate with Maintenance, IT, and Saffire Ticketing to supply the booths with equipment
- Administer group ticket sales and shelter rental program, including developing an outreach strategy to garner new group sales
- Maintains all appropriate ticketing records and reporting
- Hire, train, and supervise up to 100 seasonal employees for the Erie County Fair
- Hire, train, and supervise up to 20 seasonal employees for the Festival of Lights

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

- Develop strong relationships with event promoters to ensure Box Office staffing needs are met, including gathering information for promotions and Incident Action Plans.
- Sets up ticketed products and maintains ticketing-related webpages for Fairgrounds events
- 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 the event promoter; maintains all ticket records
- Hire, onboard, and supervise up to 20 Box Office employees

### **Special Projects**

Due to the seasonal nature of this role, this person is expected to take on additional special projects, which may or may not include:

- All-Star Band oversight
- Winter Ball Scholarship Fundraiser support
- Special event/exhibit support

*Perform 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.).
- Experience managing employees.

### **Education and Experience**

- Bachelor's degree suggested.
- Exposure to ticketing, events, marketing, customer service, business administration, front of house operations, or related field environment is preferred.
- Prior 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 be able to work in noisy and crowded environments.

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

**To Apply:** Email your resume to [Jobposting@ecfair.org](mailto:Jobposting@ecfair.org)