



Title: Box Office Intern

Internship Dates:

Mid to late May through the end of the Indiana State Fair, August 18, 2019.

Paid Internship

General Description:

The Box Office Intern reports to the Box Office Manager. The primary responsibility of this position is to provide patrons with a positive initial experience at the Indiana Farmers Coliseum Box Office. The intern will aid patrons with accurate performance information and assist them in purchasing and/or picking up tickets to the Indiana Farmers Coliseum, Hoosier Lottery Grandstand, and any other Indiana State Fairgrounds event venue as needed.

Responsibilities:

1. Provide all patrons with a positive first impression of the Indiana State Fairgrounds & Event Center by offering superior individualized patron services.
2. Assist the Box Office Manager by selling tickets for events at the Indiana Farmers Coliseum, Hoosier Lottery Grandstand and any other Indiana State Fairgrounds & Event Center event as needed.
3. Assist the Coliseum Event Manager with management of ticketed events at the Indiana Farmers Coliseum, Hoosier Lottery Grandstand, and any other Indiana State Fairgrounds & Event Center event venue prior to and during the Indiana State Fair.
4. Process group/comp ticket and parking pass orders for the Indiana State Fair.
5. Problem-solve by effectively communicating with patrons to locate and deliver will call tickets.
6. Provide information on all events held at any Indiana State Fairgrounds & Event Center venue via face-to-face and telephone communication.
7. Communicate positively with all patrons to establish their needs efficiently and courteously.
8. Collaborate with Box Office Manager and other Box Office Representatives.
9. Handle ticket and cash transactions responsibly and accurately.

Qualifications:

The incumbent must be 18 years of age or older. Preferred areas of study include Business, Sports Management, Event Management, Hospitality, Marketing or a related field. Ticketmaster or ticketing software knowledge is a plus.