

## **Position Specification**

Audience and Member Services Representative  
Bard Fisher Center

### The Position

The Richard B. Fisher Center for the Performing Arts (Fisher Center) seeks an Audience and Member Services Representative.

### Background

The Fisher Center creates moments that inspire curiosity, learning, and civic participation. We believe that artists are uniquely able to lead discourse on the most urgent questions of our time, and that substantial, long-term investment in artistic innovation is vital to a well-balanced society. We seek to create a vibrant ecosystem for the arts locally, nationally, and internationally. Each year, the Fisher Center presents 200 events, welcomes 50,000 visitors, and engages 300 artists. We work at the intersection of student learning, professional artistic practice, and public life. As the central multi-venue arts platform in our region and a core program of a trailblazing global liberal arts college, we realize Bard's commitment to the arts as a cultural and educational right for all.

Located in New York's Hudson Valley, about 90 miles north of New York City, the Fisher Center serves communities and populations within a dynamic political, economic, and creative corridor. The Fisher Center is the cultural hub of the College, and home to Bard student and faculty work in the performing arts. Locally, we provide world-class arts experiences in a semi-rural region. We are a significant source of local economic prosperity, as well as a leading provider of arts education. Regionally, we address the lack of space and funds for New York City artists to create new work, particularly over long periods of development, and 30 percent of our audiences come from the New York metropolitan area. We produce new works that tour nationally and internationally: In the past five years, Fisher Center-commissioned projects have travelled to 100 communities around the world, while 30 percent of visitors to the Center come from outside New York. [fishercenter.bard.edu](http://fishercenter.bard.edu)

### The Location

Bard's beautiful 1,000-acre campus is situated on the east bank of the Hudson River, in Annandale-on Hudson, New York. Community life is defined by numerous cultural and recreational opportunities in the surrounding historic Hudson River Valley and by proximity to New York City. Nearby towns and villages include Rhinebeck, Tivoli, and Red Hook, New York.

### Responsibilities

Representatives work in the Box Office and are responsible for performing friendly and efficient transactions with our patrons. These are non-exempt, casual employee positions.

- Maintain a familiarity with Box Office and Membership policies and procedures.
- Master ticketing and donation functions in Tessitura.
- Fulfill daily Box Office functions including phone and walkup transactions, ticket mailings, will call set up and timely customer service response.

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- Supervise box office during shows- control cash box, oversee staff and any ticketing issues
- Fulfill other related responsibilities as assigned.

Qualifications

- Customer Service Experience (+1 year)
- Background in the arts/ interest in arts administration preferred
- Previous work in a box office or familiarity with ticketing software are a plus
- Must be available to work evenings and weekends according to performance calendar.

To Apply

Interested and qualified candidates should submit:

- Cover letter, outlining interest in and qualifications for the position as well as salary requirements
- A current résumé

And email it to [boxoffice@bard.edu](mailto:boxoffice@bard.edu)

Bard College is an equal opportunity employer and we welcome applications from those who will contribute to our diversity. [AA/EOE]