



## **POSITION ANNOUNCEMENT**

**POSITION:** Marketing & Box Office Intern

**SALARY:** \$18

## **POSITION DESCRIPTION:**

Are you an outgoing and driven individual, looking for a job where your passion for customer service can shine? Join our Box Office team at the Alameda County Fairgrounds and Event Center where you will have the opportunity to help make a real impact on our community! This position also offers the opportunity to support the implementation of sustainable initiatives and community givebacks during the Fair.

As the Marketing & Box Office Intern, you'll gain hands-on admissions and marketing experience at the largest event center in the East Bay Area! Events include Fair admission, concerts and festivals. Reporting to the Marketing Director, this is a seasonal part time position beginning in May and concluding July 15. You will work with the admissions and marketing team, fulfilling ticket requests, assisting in creating a positive guest experience at the gates, learning ticketing procedures for large scale events, work tasting fests as well as nightly concerts. It is approximately 16 to 25 hours per week increasing to 35-40 hours per week during our annual Fair (June 14-July 7).

We are looking for someone with experience or interest in learning box office or ticketing at a venue level. Our intern will learn and demonstrate admission operations and skills in a fast-paced environment.

## **RESPONSIBILITIES:**

- Support the planning, implementation and operation of 2023 Box Office operations during the Fair
- Key role in advance ticket distribution, including organizing large ticket orders
- Sorting, fulfillment and distribution of all advance tickets and passes
- Coordination of fulfillment for horse racing box seats
- Organizing and maintaining of ticket and parking distribution log
- Work with Admissions Specialist to develop and execute layout for 'Give Days'
- Assisting Admissions Specialist in day-to-day operations meeting all Fair time admission and box office needs
- Customer Service working with all ticket holders on questions and issues; help streamline ticket holders to follow rules
- Help coordinate gates lines, learn and work the ticket order equipment; scan tickets
- Assist with Fair booths at Festivals and events before Fair

## **YOU WILL BRING:**

- Excellent customer service skills
- Motivated, professional demeanor
- Articulate verbal skills, strong voice, ability to speak to a crowd to communicate instructions
- Excellent written and verbal communication skills
- Proficient in Google Docs, Microsoft Office Suit

- Ability to work independently in a fast paced environment
- Ability to handle multiple projects with varying deadlines
- Team player attitude
- Proven attention to detail
- Outgoing, people person with a personable attitude
- Some weekend work required
- Ability to lift 30+ pounds

Alameda County Fair Association, a non-profit organization, is an Equal Opportunity Employer and encourages all qualified persons to apply.

**To apply send resume to Traci Brumm, Alameda County Fair Association,  
4501 Pleasanton Avenue, Pleasanton Ca. 94566 or Fax (925) 426-5192 or e-mail to  
jobs@alamedacountyfair.com**