



JOB TITLE: Ticketing/Marketing Assistant

REPORTS TO: Executive Director

EMPLOYMENT STATUS: Non-Exempt, Part time

ABOUT NHMF: The New Hampshire Music Festival (NHMF) is a 4-week annual summer festival in the Lakes Region of New Hampshire, presenting classical orchestral and chamber music concerts in the month of July. 2025 marks 73 years of music-making for the New Hampshire Music Festival. Musicians come from across the country to participate, many from top orchestras in the US. NHMF is a cornerstone of classical music in the region, fostering a shared experience of music that connects and uplifts the community.

JOB SUMMARY: The Ticketing/Marketing Assistant plays a key role in ensuring smooth operations at the New Hampshire Music Festival through assisting with ticket sales, providing excellent customer service, and creating content for promotion of events through various marketing channels. This position requires a friendly and detail-oriented individual to support the festival's efforts.

JOB DUTIES AND RESPONSIBILITIES

Ticketing Support:

- Assist with ticket sales by phone, online, and in-person for festival performances.
- Respond to customer inquiries regarding ticket availability, pricing, and seating.
- Handle ticketing transactions, process orders, and assist with will-call services.
- Maintain accurate records of ticket sales and customer data.
- Ensure smooth on-site operations for ticketing at festival events.
- Help with setting up ticketing materials, directing ticket-table volunteers, and ensure seamless transactions during performances.

Marketing Support:

- Coordinate with the marketing team to schedule and promote events across various platforms, such as Facebook, Instagram, the festival website, and various community calendars.
- Prepare content for the festival website and social media accounts with event information, ticketing updates, and festival news.
- Assist in drafting press releases, email campaigns, and other communication pieces to engage audiences.

Administrative & Customer Service:

- Provide friendly and professional customer service to festival patrons.
- Support administrative tasks related to ticket sales, event logistics, and marketing campaigns.
- Help with event preparation, including setting up ticketing tables and assisting with event day operations.

QUALIFICATIONS:

- Applicants must be 18 or older, graduated from high school, and authorized to work in the US.
Strong organizational and communication skills.
- Well organized and punctual.
- Customer service experience, ideally in ticketing or event coordination.
- Proficient with Google Workspace and Microsoft Office Suite and basic knowledge of ticketing software (previous experience with Salesforce/Patron Manager or similar platforms a plus).
- Ability to work independently, manage multiple tasks, and meet deadlines.
- Knowledge of classical music is preferred, but not required.
- Strong attention to detail and ability to problem-solve in a fast-paced environment.
- Previous experience with social media management and content creation is preferred.
- Must be able to work flexible hours, including evenings and weekends during the festival.

PHYSICAL REQUIREMENTS: The Ticketing/Marketing Assistant should be able to move about freely, move large and cumbersome items, and lift at least 40 lbs without risking personal harm.

TIME REQUIREMENTS & WORK MODALITY: This is a part-time seasonal position beginning in April and running through the New Hampshire Music Festival's performance season (July). Estimated hours are 10 hours per week between start date and mid-May and 20-25 hours per week mid-May through August 1. Hours can be flexible, but a schedule will be confirmed with the Executive Director. Evenings are required on performance nights (Tuesdays & Thursdays). The estimated seasonal time commitment is 300 hours.

A local candidate is preferred, however, for the right candidate, NHMF can offer a hybrid modality that is remote during the planning season and on-site during the Festival (housing and a travel stipend would be provided).

Estimated start date: April 28, 2025

End date: August 1, 2025

COMPENSATION: \$15 - \$20 per hour

TO APPLY: Please send a cover letter, one-page résumé, and contact information for three references to info@nhmf.org.