

Job title:	Ticketing Services Manager
Reports to:	Public Relations Manager

PURPOSE OF THE JOB:

The Ticketing Services Manager leads a team of individuals to establish and maintain the highest possible levels of customer service. Supporting internal team members and external patrons, event clients, supporters, sponsors, vendors, and performing organizations, the Ticketing Services Manager focuses on managing processes/resources and effectively communicating to a wide range of stakeholders. This position oversees day to day operations of the ticketing services department in order to ensure a hospitable, smooth and efficient team and provide an excellent patron experience for all customers. The Ticketing Services Manager is responsible for programming and monitoring the Tessitura systems (ticketing, website and mobile applications) and maintaining the call center phone system. This position identifies opportunities for team-building, productive collaboration with internal and external parties and creates processes to enhance the patron and website user experience. This role is highly visible and leads by example.

ESSENTIAL JOB FUNCTIONS

**Management
50%**

- Manage, lead and develop a staff of individuals
- Fosters and maintains strong working relationships with the Box Office Managers of the resident artistic organizations: Kansas City Ballet , Kansas City Symphony, Lyric Opera of Kansas City and other clients as assigned
- Leads the arts consortium box office committee and helps drive policy and procedures for shared box office services
- Hires, trains, schedules and supervises ticketing services staff ensuring that all staff is fully trained in handling customer issues and explaining policy regarding ticket sales
- Demonstrates excellent customer service skills, responds promptly to customer inquiries and requests, and trains all box office personnel in customer service standards.
- Develops and maintains documentation and training material on Ticketing Services policies and procedures
- Provides rapid response for critical issues

**Technology & Implementation
40%**

- Works with key clients to set up events, maintain seating manifests, maintain financial records, and manage the preparation, presentation, and settlement of all event box office statements
- Advises and assists with the implementation, reporting, and generating of event reports using the Tessitura ticketing system
- Reconciles any issues between ticket sales and the financial department including shortages or overages in cash drawers
- Works closely with accounting on executing proper cash handling and

Strategic Analysis
10%

- cash control procedures.
- Reviews and maintains the call center phone tree system, on hold content and system efficiency
- Manages event builds in Tessitura including all web content and mobile applications.

- Oversees the daily, weekly, monthly and yearly sales of tickets and entering and submitting data as required in order to identify sales trends and opportunities for revenue growth
- Advises on pricing strategy and implementation as requested.

Performs related duties as required

Minimum Qualifications

- Bachelor's degree and/or equivalent experience is required.
- Three years box office experience
- Knowledge of the Tessitura system
- Proficiency with Microsoft Office including Word, Excel, Outlook, PowerPoint and other Windows applications
- Position requires the ability to accommodate a flexible schedule, including evenings, weekends, and holidays, as well as being able to perform in a fast-paced, dynamic work environment
- Candidate must be able to work well independently and to manage, train, and motivate others
- Candidate should have cash handling experience and experience in scheduling staff members
- Candidate should possess excellent verbal and written communication and documentation skills
- Candidate must be able to successfully handle multiple priorities in sometimes high stress situations
- Candidate must have the ability to work with the public and possess conflict resolution skills
- Candidate must have the ability to work with multiple organizations and vendors proactively and professionally
- Candidate must possess good problem solving and strategic thinking skills.
- Candidate must have the ability to prioritize, identify critical issues and work towards results

Preferred Qualifications

- Minimum of three years management experience strongly preferred
- HTML and/or Adobe experience
- Experience with Tessitura Network Express Web and TN Mobile+ (mobile app)

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.