

Job Title:	Ticketing Services Manager
Reports to:	Senior Director of Patron Services

The Kauffman Center for the Performing Arts is seeking a Ticketing Services Manager to play an integral role in enriching the lives of everyone in the community through extraordinary and diverse performing arts experiences.

Reporting to the Senior Director of Patron Services, the Ticketing Services Manager oversees the day-to-day operations of the Ticketing Services Department. This position will ensure a hospitable, smooth, and efficient operation, maintaining a cohesive culture based on the Kauffman Center's Organizational Values. This role maintains strong relationships and reports to many stakeholders both internally and externally. They will be responsible for troubleshooting using creative problem solving from both a technical and management perspective. The Ticketing Services Manager is adept at leading and motivating a team of up to 11 full and part-time ticketing employees with the goal of providing exceptional customer experiences. This highly visible role interacts with sponsors, vendors, clients, patrons, Resident Arts Organizations (Kansas City Ballet, Kansas City Symphony, Lyric Opera of Kansas City) and various community arts organizations. This position leads by example and requires flexibility in scheduling.

ESSENTIAL JOB FUNCTIONS

Responsibilities:

- Lead, hire, coach, mentor, and grow a team of full and part-time ticketing professionals.
- Foster and maintain strong working relationships with the Box Office Managers of the resident art organizations: Kansas City Ballet, Kansas City Symphony, Lyric Opera of Kansas City and other clients, promoters, vendors, donors, and internal departments.
- Lead and participate in select Consortium meetings.
- Work with key clients to manage their event experience from contract signature to final reporting.
- Builds and manages event and subscription builds in Tessitura including full, flex and super packages.

- Develop a complete understanding of and master the ticketing and financial functions of Tessitura and TNEW. Master and implement other software and technologies including Microsoft Office, WordPress, and True Tickets.
- Oversee the daily, weekly, monthly, and yearly sales of tickets; provide high-level data reports as required.
- Work with Accounting Department staff with monthly settlement processes, including budgeting and forecasting.
- Maintain and upkeep documentation of all policies and procedures.
- Demonstrate and model excellent customer service skills, respond promptly to customer inquiries and requests, and train all Ticket Office personnel in customer service standards.
- Other duties as assigned that support Kauffman Center initiatives and ticketing services operations.

POSITION REQUIREMENTS

- Three to five years Ticket Office Experience
- Minimum of three years' management experience strongly preferred
- Proficiency in ticketing software, Tessitura preferred.
- Strong interpersonal skills including the ability to work independently, collaboratively, proactively and professionally with all departments, vendors, and partners.
- Excellent verbal and written communication skills
- Ability to provide visible leadership to the Ticket Office Team, including the ability to train, coach, and motivate team members
- Excellent problem solving, strategic thinking and conflict resolution skills
- Strong attention to detail
- Proficiency with Microsoft Office
- Ability to accommodate a flexible schedule, including nights, weekends, and some holidays.

APPLICANT INSTRUCTIONS

- Please submit a cover letter addressing how you meet the required qualifications, your salary requirements, and a resume to hr@kauffmancenter.org. Incomplete applications will not be considered.

This position is full-time with benefits which include:

- Excellent Benefits (Medical, Dental, Vision, FSA, HRA, Disability Insurance, EAP & more)
- 401k Retirement Plan with Employer Match
- Paid Vacation, PTO, Holidays and Discretionary Days
- Professional development opportunities and tuition reimbursement

ORGANIZATIONAL VALUES

Adheres to and promotes the Kauffman Center's organizational values:

Own it, get it solved	Aim for excellence	Be enthusiastic	Act with respect
▪ Integrity ▪ Honest communication ▪ Transparency ▪ Trustworthy ▪ Responsible	▪ Striving to improve or meet a standard of excellence ▪ Motivated	▪ Flexible ▪ Fun ▪ Embraces new ideas	▪ Service ▪ Considerate of others ▪ Treat others with dignity and care ▪ Work toward shared goals

The Kauffman Center for the Performing Arts seeks a diverse talent pool affording equal opportunity to all candidates without regard to race, color, age, religion, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

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.