

<b>Job Title:</b>	Ticketing Services Lead
<b>Reports To:</b>	Ticketing Services Manager

### **PURPOSE OF THE JOB:**

The Kauffman Center for the Performing Arts is seeking a part-time Ticketing Services Lead. As an important member of the Kauffman Center team, this guest focused position provides ticket and general information to guests, makes exchanges, troubleshoots order issues, and assists with ticket sales and service at our ticket office as well as over the phone. Hours for this position may vary depending upon performance schedules.

During select performances, the Ticketing Services Lead serves as the team lead in the Ticket Office. This role is highly visible and interacts with sponsors, vendors, clients, Resident Arts Organizations (Kansas City Ballet, Kansas City Symphony, and Lyric Opera of Kansas City), other presenting organizations and the Kauffman Center for the Performing Arts. This position will supervise and direct Ticketing Services Associates in the absence of the full-time ticketing team. The Ticketing Services Lead is expected to provide the highest level of customer service to all guests, vendors, and clients.

### **ESSENTIAL JOB FUNCTIONS**

- Create a positive and consistent experience for all guests
- Act as the “manager on duty” for select performances and events, and takes leadership responsibility for the ticket office functions and supervision, including:
  - Supervise Ticket Office Associates and accurately complete performance employee review forms
  - Communicate performance-specific information with the Performance Lead including running reports in Tessitura
  - Act as liaison between the Performance Lead and the presenting organization(s)
  - Address patron issues and collaboratively work with other staff (Performance Lead, Team Captains, presenting organization representatives, etc.) for resolution as needed
  - Prepares performance ticketing reports
- Accurately process ticket and donation transactions (single, subscription, ticket exchanges, etc.) in Tessitura
- Provide guests with up-to-date information on the Kauffman Center’s and presenting organization’s programs, venues, and policies
- Offer additional products and services to guests including seating location, parking vouchers, and entertainment packages
- Resolve guest concerns

- Accurately input and update guest data in Tessitura
- Interact with varied levels of personnel to resolve issues and inquiries
- Perform other duties as assigned

**ESSENTIAL SKILLS AND ABILITIES**

- Strong customer services skills
- Ability to work independently and to lead, train and motivate others
- Excellent communication and interpersonal skills, including the ability to use conflict resolution skills
- Ability to successfully handle multiple priorities in sometimes high stress situations
- Ability to accurately handle cash transactions and reconciliation
- Proficiency in using computer software including Microsoft Office Products.
- 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

**PREFERRED SKILLS AND ABILITIES**

- Experience with Tessitura or other ticketing software
- One year of supervisory experience
- One year of ticket office experience

**COMPENSATION**

This is a part-time position. Starting rate is \$17.50 per hour.

**ORGANIZATIONAL VALUES**

Adheres to and promotes organizational values:



**Organizational Values**

Own it, Get it solved	Aim for excellence
Integrity Honest communication Transparency Trustworthy Responsible	Striving to improve or meet a standard of excellence Motivated
Be enthusiastic	Act with respect
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.*