



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

PURPOSE OF THE JOB: Lead the overall day-to-day operations of the Ticketing Services Department. The Ticketing Services Manager 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. Responsible for troubleshooting using creative problem solving from both a technical and management perspective. The Ticketing Services Manager directly or indirectly leads 11 staff members and is responsible for their development and actions. This role is highly visible and 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 always leads by example requiring flexibility, nights and weekend hours while providing the highest level of customer service to all guests, vendors, and clients.

ESSENTIAL JOB FUNCTIONS

Responsibilities:

- Lead, hire, develop, coach, mentor, and grow a team of professional ticketing associates.
- Foster and maintain strong working relationship with the Box Office Manager of the resident art organizations: Kansas City Ballet, Kansas City Symphony, Lyric Opera of Kansas City and other clients, vendors, donors, and internal department heads.
- Host, lead and participate in select Consortium meetings.
- Work with key clients to manage their event experience from contract signature to final reporting.
- Develop a complete understanding of and master the ticketing and financial functions of Tessitura. Master and implement other software and technologies including Microsoft Office, Adobe Pro, and Digium Switchvox.
- Oversee the daily, weekly, monthly, and yearly sales of tickets; enter and submit data and provide high-level data reports as required.

- Assist Accounting Department staff in monthly settlement process by identifying and correcting discrepancies.
- Maintain and upkeep documentation of all policies and procedures.
- Work closely with Accounting Department staff to execute proper cash handling and cash control procedures.
- Demonstrate and model excellent customer service skills, respond promptly to customer inquiries and requests, and train all Box Office personnel in customer service standards.
- Review and maintain Avid phone tree system, on-hold content, and system efficiency.
- Work closely with Patron Services to book, assist and greet groups or tours.
- Provide rapid response for critical issues including evenings, weekends, and holidays year-round.
- Other duties as assigned that support Kauffman Center initiatives and ticketing services operations.

Qualifications: Minimum Qualifications

- Three years of Box Office experience.
- Minimum of three years' management experience.
- Must be able to work well independently and to manage, train, and motivate others.
- Ability to prioritize, identify critical issues and work to produce measurable results.
- Candidate must be able to successfully handle multiple priorities in sometimes high stress situations.
- 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 also have the ability to work with the public and possess proven conflict resolutions skills.
- Excellent verbal and written communication and documentation skills required.
- Candidate should have cash handling and credit/debit card processing experience.
- Proficiency with Microsoft Office 365 including Word, Excel, Outlook, PowerPoint, Teams, and other Windows applications required.

Qualifications: Preferred Qualifications

- Knowledge of Tessitura database and products.
- Prior Ticketing Services/Box Office management experience.
- Managing 5 or more direct reports.

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
<ul style="list-style-type: none">▪ Integrity▪ Honest communication▪ Transparency▪ Trustworthy▪ Responsible	<ul style="list-style-type: none">▪ Striving to improve or meet a standard of excellence▪ Motivated	<ul style="list-style-type: none">▪ Flexible▪ Fun▪ Embraces new ideas	<ul style="list-style-type: none">▪ Service▪ Considerate of others▪ Treat others with dignity and care▪ Work toward shared goals

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.