

Job title:	Ticketing Services Associate
Reports to:	Ticketing Services Manager

PURPOSE OF THE JOB:

The key role of this position is to provide ticket and general information to guests face to face at the box office and in the gift shop. This is an important role as it is the first experience the guest has with the Kauffman Center. The Ticketing Services Associate will take reservations for the Resident Arts organizations using Tessitura, make exchanges, fulfill orders, troubleshoot orders, and assist with ticket sales and service at the box office counter. Cash handling will be involved. Candidates must enjoy customer service, working with individuals or a group of guests and assisting with events as needed. As a Ticketing Services Associate you will provide the highest level of customer service to all guests, vendors and clients.

ESSENTIAL JOB FUNCTIONS

Responsibilities:

- Provides guests with accurate up-to-date information on Kauffman Center's and Resident Arts Organizations' programs and venues
- Gives answers to inquiries by guests and advises them accordingly regarding ticket and merchandise sales.
- Up-sells products and services (seating location, parking vouchers, and entertainment packages)
- Sells and assembles tickets and merchandise for customers.
- Identifies, researches and resolves guest issues
- Follows-up on guest inquiries not immediately resolved
- Inputs and retrieves alphabetical and numerical information in prescribed format, utilizing Tessitura and the Point of Sale system.
- Verifies input data to ensure accuracy of work and recaps the guests order and account information
- Interacts with diverse levels of personnel to develop effective communication to resolve issues and inquiries
- Handles cash on a daily basis

Qualifications:
Minimum Qualifications

- Enjoys customer service and exceeding expectations
- Ability to collaborate and work effectively with diverse team members, vendors and other stakeholders.
- Strong written and verbal communication skills
- 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.

Preferred Qualifications

- Experience with Tessitura
- Experience working in a retail environment
- Ability to prioritize, identify critical issues and work toward results
- Ability to work with multiple organizations and vendors proactively and professionally
- Two years reservation experience.

Organizational values:

Adheres to and promotes organizational values: (see below)

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

Performs related duties as required
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.