KANSAS CITY SYMPHONY

JOB POSTING

MANAGER OF TICKETING SERVICES/BOX OFFICE

POSTING DATE: *April 29, 2024*
REPORTS TO: *Vice President of Sales and Marketing*

We are seeking a dynamic leader of our Symphony Box Office team, ***someone who has experience working in a box office environment,*** with knowledge and expertise of the Tessitura database and e-commerce platform strongly preferred, and who leads and inspires by example.

As the largest performing arts organization in the Kansas City region, we sell tens of thousands of concert tickets each season with a smile! Providing top-notch customer service is something we strive for in every transaction. As Manager of Ticketing Services, you will…

- Hire, train, lead and schedule the entire box office staff (currently a staff of 5 and growing).
- Build and manage all Symphony events in Tessitura.
- Maintain thorough product knowledge and enthusiasm.
- Delegation of duties to accomplish all day-to-day tasks and special requests in a timely manner.
- Work with a variety of internal departments to help them with their needs.
- Support data management policies as part of a multi-organizational consortium, while making sure the needs of the Symphony are met.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:
- Working on-site at the Symphony offices each weekday and overseeing box office operations in performance venues. Must be able to work varied hours – weekdays, weekends, evenings
- Working with the VP of Sales and Marketing to maintain accurate pricing of all concerts, including the implementation of dynamic pricing strategies, and inventory management.
- Accurate and timely fulfillment of all tickets and season packages sold.
- Makes sure that all customer service issues are handled to completion in a timely manner
- Performs all ticketing functions, including basic ticket sales to complex and special ticketing requests, manage holds, etc.
- Is aware of the latest ticketing trends which includes technological capabilities
- Provides regular updates of box office activity to the VP of Sales and Marketing Director and other KCS management team members, as necessary
- Is able to pull complete and accurate lists from Tessitura when requested by management

EDUCATION, QUALITIES AND EXPERIENCE
- Bachelor's Degree preferred
- 4-5 years box office leadership experience necessary, sales and/or customer service experience required
- Classical music background as performer or patron
- Software knowledge (Tessitura, Microsoft Office, etc.)
- Advanced math and cash handling skills
- Superior verbal and written communication skills and excellent grammar
- Pleasing telephone manners and friendly, helpful personality when dealing with customers in-person

REASONING ABILITY
- Tactful, discreet, and friendly WHILE calm under pressure
- Helpful and detail oriented
- Resolves issues completely
- Able to perform multiple tasks simultaneously, tasks which are in various stages of completion

PHYSICAL DEMANDS
- Sitting at the computer for several hours at a time
- Using a telephone headset
- Carrying boxes of supplies to various venues
- Able to work well with a team of box office staff members
- Able to tolerate a moderate level of noise and distraction

COMPENSATION
A very competitive salary, commensurate with experience. The Kansas City Symphony also offers a generous suite of benefits including a PPO health insurance plan with dental and vision benefits, along with a 403(b) plan with employer match, disability insurance, and maternity benefits.

TO APPLY:
Please forward your resume and cover letter to Jeff Barker, VP of Sales and Marketing.
Kansas City Symphony
Attn: Jeff Barker
1644 Wyandotte Street
Kansas City, MO 64108
jbarker@kcsymphony.org

No calls, please
Must pass a background check for consideration.