



POSITION DESCRIPTION

TITLE:	Ticketing Manager
REPORTS TO:	Vice President, Marketing and Patron Experience
DEPARTMENT:	Marketing
STATUS:	Full-time, exempt

The Ticket Services Manager ensures the smooth functioning of ticketing service operations and Marketing data systems management for the Charlotte Symphony Orchestra. The Ticket Services Manager is a key front line staff member, interacting daily with patrons and providing for their needs, while serving as the main liaison between the Charlotte Symphony Orchestra and Blumenthal Performing Arts Center to ensure up-to-date accuracy in the ticketing system. This is a full-time position requiring day, evening, and weekend hours.

Essential Duties and Responsibilities:

Patron Services

- Tend to subscriber and donors on a case-by-case basis to ensure satisfaction.
- Assist with incoming and outgoing patron calls, messages, email, and walkup.
- Assist patrons with purchase decisions, ticket exchange and general information inquiries
- Understand and relay purchasing and exchange policies to patrons.
- Ascertain and resolve patron concerns, requests, and/or complaints in a timely, courteous and informed manner.
- Maintain knowledge of concert programs, seating inventory currently available to patrons.
- Maintain a positive attitude and a genuine interest in helping others.
- On duty customer service and/or sales representative for concert events. Troubleshoot night of show customer issues in a professional manner.

Data and Systems Processing

- Serve as main liaison with Blumenthal Performing Arts Center regarding all Charlotte Symphony ticketing needs.
- Build and maintain concert events and subscription packages in ticketing software.
- Ensure proper setup and activation of pricing, price types, and promotional codes.
- Monitor sales trends by series, price level, seating section, and recommend adjustments to hall maps, pricing/rescaling of hall.
- Maintain information flow with performing arts center sales and concert operations team.
- Implement dynamic pricing and inventory management strategies: provide sales information to fuel dynamic pricing decisions; execute hold and release and repricing strategies.
- Maintain understanding of ticketing reporting. Responsible for pulling lists from ticketing software, reporting and analysis of data as needed.
- Produce daily, weekly and monthly sales reports.



Ticketing Operations

- Perform ticket services office functions including answering phones, processing, fulfilling orders, exchanging tickets, resolving problems.
- Process phone and in person orders (subscription and subscription add-ons, exchanges, group, complimentary tickets) using AudienceView CRM.
- Collect accurate and complete data from patrons. Maintain quality database entry practices, and execute regular database maintenance projects
- Follow proper cash handling procedures and reconcile daily transactions.
- Provide feedback to team in regards to patron entertainment preference and purchasing habits.
- Assist with the implementation and fulfillment of subscription renewal and acquisition campaigns.
- Process requests submitted both online and via the ticket office email account.
- Responsible for opening and closing the ticketing services office each day.
- Responsible for oversight, management and training of part-time and seasonal Patron Services Associates.
- Perform other related tasks as assigned.

Qualifications

- Formal education or equivalent work experience in customer service, sales, hospitality, and/or ticketing with 2-5 years of experience.
- Experience with and dedication to providing outstanding customer service, with preference given to experience in the ticketing, entertainment, non-profit arts, or hospitality industries.
- Experience using ticketing management software, AudienceView preferred.
- Ability to work evenings and weekends throughout the performance season is required.
- Strong organizational and communication skills, and comfort speaking with new people.
- Ability to initiate and build relationships with customers and interact via telephone and in person.
- Proficiency with Microsoft Office Suite, especially Microsoft Excel.
- Ability to think inquisitively, creatively, and proactively.
- Works well independently and in a group setting.
- Passion for music and the performing arts, and a desire to bring them to audiences of all ages and backgrounds across the Charlotte region.
- Must be willing to work nights and weekends
- Proof of being fully vaccinated and boosted for COVID-19 required

Applying:

Qualified candidates should send a resume and cover letter to employment@charlottesymphony.org

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