



Position Announcement
Ticket Office Manager
Midland Center for the Arts
Midland, MI

Position Concept: Under the supervision of VP of Operations & Guest Experience, this full time exempt position is responsible for overseeing the day to day operations and scheduling of the Guest Services Department including the Ticket Office and Information Center. The position is responsible for maintaining expertise and advancement of knowledge on Tessitura ticketing applications ensuring a smooth and efficient operation for end users. Along with expertise in the applications of Tessitura, the Ticket Office Manager is responsible for building and training a staff that focuses on guest relations beyond just the transaction. This position will be responsible in creating an atmosphere of positive guest experience that exceeds expectations, within the service standards of safety, courtesy, experience and efficiency.

DUTIES AND RESPONSIBILITIES

The duties of this position include, but are not limited to:

1. Participates in strategic discussions and plans for continuously improving and evolving the patron experience.
2. Accountable for all aspects of Ticket Office operations and aligns Guest Services departmental goals to match and support Center goals, especially in the area of sales and service.
3. Works closely with marketing in understanding revenue priorities and setting sales strategies.
4. Develops and supervises an efficient, effective sales/promotion guest service team to ensure appropriate coverage and optimum service at all events.
5. Demonstrate impeccable skills in working with the public, including positive attitude, flexibility, and the ability to listen to concerns and resolve problems creatively and deal with customer issues.
6. Provide and assist with professional development plans for Assistant Ticket Office Manager and Guest Services Specialists that includes training, directing, evaluating and follow up on measurable goals.
7. Coordinates with VP of Operations on hiring, interviewing, training of new employees and on the rewarding or disciplining of current employees.
8. Maintains expertise and knowledge of Tessitura software and applications, utilizing the Tessitura user network and webinars to

increase knowledge and keep up to date on best practices and useful applications.

9. Work with the Director of Tessitura Services to set up events, performance web content, seat maps, ticketing reports and performance lists, daily tie outs, and other Tessitura applications as assigned.
10. Knowledgeable and responsible for selling tickets and admissions; collecting memberships and class registrations; and maintaining data standards and integrity. In addition, responsible for collecting contributions and processing other miscellaneous payments. Assists in processing daily, weekly and monthly reports as required.
11. Responsible for cash management related to ticketing operations and hospitality cash bags, including accurate and timely accounting of cash and sales, deposits and proper security of cash.
12. Administers overall policies and procedures regarding ticket sales, refunds, exchanges, lost/stolen tickets and internet ticketing.
13. Oversees and assists with subscription and ticketing fulfillment, and other processes such as group sales, educational tours, etc...
14. Oversees department assignments of administrative or project support from the general organization.
15. Working with the Assistant Ticket Office Manager, develops and implements effective incentive programs for staff regarding upselling, add-ons, donations, memberships, etc.
16. Working with Assistant Ticket Office Manager, assists with proofing marketing materials against event information in Tessitura. Provides internal/external feedback on effectiveness of materials.
17. As a Tessitura "power" user has the ability to train Guest Service staff as well as be a point of contact for questions and issues related to Tessitura
18. Ensures Ticket Office and Information Center procedures and training manuals are kept up to date for new and existing staff.
19. Knowledge of all safety and emergency procedures and actively works on training departmental staff in all safety procedures so they can act in accordance with the specified procedures when conditions warrant.
20. Attends/participates in various committee meetings as assigned, and reports on items back to the Guest Services staff.

REQUIRED QUALIFICATIONS/EDUCATION:

- College Degree Preferred
- Experience
 - **Required:** Minimum of two years of customer service, retail or related management experience.
 - **Preferred:** Tessitura Software, Ticket Office Experience
- Good supervisory skills and capable of working within a team environment
- Highly motivated to provide a quality guest experience
- High level of entrepreneurial skills with experience in ticket and retail sales.
- Excellent verbal and written communication skills.

- Must be self-starter who can work independently.
- Must be well organized, able to handle multiple tasks simultaneously with excellent problem solving skills
- Willing to go the extra step to ensure sales objectives are achieved and that each guest enjoys a successful experience
- Ability to work in a fast paced and high pressure environment
- Friendly, outgoing with great customer service skills a must.
- Proficiency with computers
- Sales techniques including suggestive selling, and add-ons that results in sales closings.

Availability/Hours

- Must be available to work a very flexible schedule including weekdays, weekends, daytime into evening based on the events scheduled.

Our culture at the Center is that every day and in every way we commit to:

- Delivering WOW Service
- Performing our Personal Best
- Creating Open and Honest Relationships
- Embracing Change Through Creativity
- Creating a Positive Team Environment
- Escaping the Ordinary

To meet these goals, we expect Guest Services Team Members to:

- Commit to achieving the highest quality customer service possible.
 - Maintain ongoing, timely and positive communication and information sharing with all team members.
 - Ensure that all guests have a safe, enjoyable and rewarding experience.
- Contribute new ideas, and solutions to challenges in team meetings.
- Engage in ongoing self-review and process improvement.

Application:

Email Cover Letter and Resumé to: siegmund@midlandcenter.org

Tina Siegmund

HR, Payroll & Benefits manager

Deadline: Open Until Filled