



## **Lead Ticketing Specialist**

### **Position Summary**

Lead Ticketing Specialists (Leads) are leaders within the box office and members of the Box Office Management Team. Leads are expected to maximize sales and provide best-in-class customer service to our patrons during all ticketing and donation transactions, as well as general inquiries. Leads serve as the go to person for Ticketing Specialists basic questions and concerns. As front-line staff, Lead Ticketing Specialists interact with a wide range of patrons and represent the primary point of contact between patrons and the DSO.

The ideal candidate for this position shows an aptitude for providing impeccable customer service, has strong verbal and written communication skills, is a highly motivated self-starter with a willingness to work hands-on in assisting patrons and staff.

This position is part-time. The ideal candidate should be available to work dayshifts and occasional evenings and weekends.

### **Overview of Job Responsibilities**

- Take initiative to lead and coordinate new projects; assign projects as needed
- Be knowledgeable of and inform staff of all new and modified offers
- Process telemarketing orders and pull weekly leads
- Monitor work flow at all work stations and re-direct staff as necessary
- Help ensure all work stations are set-up properly and maintained
- Assist ticketing specialists with questions, training, upselling and escalated patrons
- Work closely with Box Office Administrator to keep staff fully informed of all packages, products, promotions, and best practices
- Correct staff in matters of non-compliance to policies, procedures, and best practices and alert the Manager and Assistant Manager
- Serve as Manager on Duty when Manager and Assistant Manager are away from the office. This includes responding to customer service issues, alerting the appropriate departments of Tessitura irregularities, attending departmental meetings, preparing for concerts, etc.
- Other duties as assigned

### **Authorizations**

- Send staff home or call staff in as necessary
- Process refunds as needed
- Offer donations, drink tickets, exchanges, waived fees, gift certificates, etc. as options in lieu of ticket refunds for patron issues
- Contact IT and/or Digital/Web Media to resolve any technical issues
- Authorized to pull comps for Advancement, Artistic, Marketing and other departments as needed
- Give staff cash banks
- Sign off on income batches; count and return all banks to the safe and close safe tightly and securely

### **Personal Attributes and Competencies**

- High energy with a positive attitude and ability to provide impeccable customer service
- Strong leadership skills with a proven record of achieving goals and project leadership.
- Sensitive to the needs of individuals and able to maneuver within multiple departments and with patrons from all backgrounds.
- Ability to work well under pressure; persistence, perseverance, tenacity, integrity and patience.
- Ability to work independently and within team settings.
- Technologically savvy: Microsoft Office, Outlook, and CRM database are used heavily within this position. Knowledge of Tessitura and/or classical music a plus.

### **Reporting Responsibility**

Manager of Patron Sales and Service  
Assistant Manager of Patron Sales and Service

### **Supervisory Responsibility**

Ticketing Specialists  
Data Hygienist