



Job Description

Immediate Opening

Job Title: Ticketing and Patron Services Manager

Status: Full time, Exempt

Department: Marketing

Reports to: Executive Director

Direct reports: None

Base salary range: \$41K-\$46K

The Kansas City Jazz Orchestra is looking for a professional, highly organized, self-motivated Ticketing and Patron Services Manager to develop a box office operation that creates a seamless and satisfactory customer experience for all who come into contact with the Kansas City Jazz Orchestra. On the horizon is the expansion into new venues, rescaling the houses, a new strategic plan that will propel the Orchestra into the next exciting chapter and this candidate will be an integral part of creating a meaningful experience with the Orchestra.

Responsibilities

- With the Executive Director and Marketing Associate, set up a ticketing and patron services operation including a software system.
- Develop and coach temporary Patron Service Associates as an effective sales / promotion force which provides the highest level of customer service.
- In collaboration with Marketing Team and Executive Director, plan and implement sales campaigns for individual and season tickets
- Direct, manage and report on heavy inbound and outbound sales calls
- Lead and oversee group sales campaigns
- Oversee all patron service issues and resolution
- Ensure that all ticket related settlement obligations are met
- Recommend and implement policies and procedures to support high levels of patron service
- Accurately build all events to include pricing, scaling and tracking information in the ticketing system, enabling both box office and web transactions for subscription, single ticket, special programs, promotions and free events
- Ensure best practices and compliance are followed when utilizing database
- Establish and enforce policies regarding ticket sales, complimentary tickets, returns, exchanges, and service fees both internally and externally
- Attend weekly staff meetings and collaborate with front-of-house teams to ensure a seamless and positive team and patron experience
- Manage inventory to maximize revenue potential including dynamic pricing
- Prepare daily and weekly sales reports
- Work in conjunction with marketing to proof marketing materials and ensure that promotions are set up and communicated to team

- Develop systems and set policy to ensure the accurate recording, reconciliation, and deposit ticket transactions; oversee daily deposits and maintain strict oversight of cash handling

Qualifications:

- Bachelor's degree and a minimum of 2 years ticket office management experience including scheduling of part-time employees or equivalent combination of education and experience preferred
- Experience with pricing and scaling a house is a plus
- Expert knowledge of Microsoft Office products with emphasis on Excel and PowerPoint
- Experience with ticketing software preferred
- Proven track record of providing high level customer service with excellent interpersonal communication skills
- Ability to manage in a team-oriented environment to ensure a positive attitude and appropriate training levels
- Strong organizational and problem-solving skills
- Must be able to work in a fast-paced environment and enjoy contact with the public
- Ability to remain calm under pressure and seek win-win solutions to customer service complaints
- Must be able to work all performances and events including evenings and weekends as required
- Must have reliable transportation, a mobile phone, and be able to work a flexible schedule as required - some weeknights and weekends – as dictated by performance and event activities.
- Preferably a passion for and/or understanding of KC Jazz and its role in the development of the music and the tradition of Kansas City

Work Environment:

Ability to work in fast-paced, dynamic environment in differing venues and preferably be able to carry 25lbs*. Hybrid office environment at Plexpod Westport Commons with the freedom to work remotely at times. Dedicated desk in KCJO office with laptop provided. Marketing and Executive team members will be cross-trained to support this position.

Benefits:

Health insurance stipend, paid time off and paid holidays, Costco membership

How to apply:

Please submit a cover letter, resume, three professional references, desired salary, and a writing sample to Lea Petrie, Executive Director: lea@kcjo.org.

KCJO is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. *If you are differently abled, KCJO will make accommodations should any physical requirements be a challenge.